

MBTA Systemwide Passenger Survey

Rapid Transit/Light Rail 1994

BLUE LINE

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Introduction

This report presents the results of a comprehensive survey of Blue Line passengers conducted for the Massachusetts Bay Transportation Authority by the Central Transportation Planning Staff in May 1994. This volume is one of a four-volume set covering the MBTA's rapid transit and light rail lines. Together, these reports form the second component of a systemwide survey covering all MBTA transit services. The report on commuter rail passengers was published in March 1995 and the report on bus passengers should be available by late 1996. When complete, the systemwide survey will have collected the largest body of detailed information obtained from MBTA passengers since the late 1970s. (The last comparable surveys were done for commuter rail in 1975 and for bus and rapid transit in 1978. Several smaller-scale surveys have been conducted in conjunction with specific projects during the intervening years.)

The survey form, a copy of which appears at the end of this volume, contained 23 questions covering objective travel characteristics (such as origin, destination and trip purpose) passenger demographics and subjective views of service quality. Space was also provided for written comments and suggestions.

Survey forms were offered to all passengers entering Blue Line stations from 6:00 A.M. to 3:30 P.M. (See table at the end of this introduction for the number of boardings by station.) This distribution strategy was designed to provide at least 85% of the passengers on the Blue Line on a typical day with an opportunity to pick up a survey form. Surveys were not given to passengers transferring to the Blue Line at Government Center and State; such passengers would have been covered at the station at which they first entered the rapid transit system. Completed forms could be returned to survey attendants in the stations, deposited in collection boxes at the downtown Boston stations or mailed in postage-free. The number of surveys that were completed sufficiently to use (3,320) was equal to 13% of average one-way all-day weekday ridership (26,000) at that time and 15% of the total ridership within the survey period (22,250).

The results were entered in a computerized database from which responses to selected combinations of questions can be summarized at any level of aggregation. The tables contained in chapters 2 through 12 of this report are intended to provide an overview of the data available from the survey findings on a station-by-station basis, while chapter 1 provides an overview of the results for the Blue Line as a whole. (The figure on the next page shows the lines and stations in the MBTA rapid transit/light rail system at the time the survey was conducted.) More specialized tables can be generated as needed.

The eleven sets of station-by-station tables in this volume are divided into two groups: those based on the station of entry to the system and those based on the station of exit. Eight of the tables are related to the entry station:

- Origin Locations and Activities
- Access to the Rapid Transit System
- Trip Purpose, Reasons for Using Rapid Transit and Alternate Means
- Exits from the Rapid Transit System
- Usage Rates by Fare Type
- Automobile Availability Data
- Socioeconomic Data
- Customer Service Data.

The final three sets of tables are related to the exit station:

- Entries to the Rapid Transit System
- Egress from the Rapid Transit System
- Destination Locations and Activities.

In addition to the tables, chapters 2 through 12, present overviews of the major findings and explanations of how to understand the tables. The tables for Government Center and State in these chapters concern only Blue Line riders boarding and exiting at those stations. Appendix B contains selected tables for these two transfer stations which include all riders, that is, Blue Line and Green Line riders at Government Center and Blue and Orange Line riders at State.

Most of the returned surveys included written comments and suggestions. These were tallied manually and summarized by topic in a series of spreadsheets. Chapter 13 of this volume discusses the most frequent comments and provides tabular summaries of the comments by station.

Appendix A, following chapter 13, provides documentation of the methods used in distributing the survey forms and in expanding the results. All tables in this report, except those in chapter 13, use expanded data. As discussed in Appendix A, expansion factors varied by station and by time of day due to differences in response rates. The overall average expansion factor applied to the Blue Line surveys was 6.7. In a few cases, because of small samples, expansion factors ranged up to 30, but 85% of all surveys were weighted at 11 or less, and 97% at 20 or less. The sample size for Blue Line riders boarding at Government Center was particularly small (17 survey responses), and so it is difficult to draw any firm conclusions about that ridership group.

Note that because expansion factors were carried out to two decimal places, all of the numbers in the tables involve some rounding. Occasionally, some totals may be off by one rider or by a tenth of a percentage point due to this rounding.

Every effort was made to obtain a representative sample of Blue Line riders. As in any survey with less than a 100% response, it was impossible to guarantee that results were fully representative. Some likely sources of bias are discussed in Appendix A.

It is important to remember that the results presented in this document represent people on the Blue Line only between the hours of 6:00 A.M. and 3:30 P.M. While it is true that most of the people using the Blue Line after 3:30 P.M. are the same people who used it during the survey period, only making the reverse trip, further manipulation of the data is necessary to draw conclusions about all-day ridership.

The table shown below presents the total number of boardings for each Blue Line station by time period.¹ These time periods are the ones used in developing expansion factors for the survey responses (see Appendix A).

Blue Line Boardings by Station by Time Period

	6:00 to 8:59 A.M.	9:00 to 11:59 A.M.	12:00 to 1:59 P.M.	2:00 to 3:30 P.M.	TOTAL
Wonderland	2,857	814	278	129	4,078
Revere Beach	528	322	180	119	1,149
Beachmont	974	231	100	101	1,406
Suffolk Downs	313	76	85	183	657
Orient Heights	1,787	540	297	232	2,856
Wood Island	776	206	77	106	1,165
Airport	541	779	467	538	2,325
Maverick	3,007	1,284	718	651	5,660
Aquarium	187	241	456	424	1,308
State	124	135	268	620	1,147
Government Ctr.	0	51	95	136	282
Bowdoin	58	157	175	300	690
TOTAL	11,152	4,836	3,196	3,539	22,723

¹The boardings shown for State and Government Center include only riders who had entered the system at those stations. They do not include people transferring from the Orange and Green lines.

1. Results for the Blue Line as a Whole

This chapter provides an overview of survey results for the Blue Line as a whole and highlights some of the more important findings. Following this overview is a series of tables showing statistics for all passengers boarding at Blue Line stations during the survey period (as well as three tables related to passengers exiting from Blue Line stations). Explanations of how to understand these tables can be found in chapters 2 through 12.

Origin Locations and Activities

Nearly three-quarters of the origin locations of the people boarding the Blue Line were in the cities, towns and neighborhoods directly served by the Blue Line, led by East Boston (29%) and Revere (17%). Most of the rest of the origin locations were spread through the North Shore, extending northward from Revere through Lynn to Marblehead, Beverly, Danvers and beyond. The origin locations of riders boarding at stations north of downtown figure more prominently in the survey results than those of riders boarding downtown, because most of the boardings during the survey period occur on the outer end of the line.

By far the most common origin activity was "home," especially for those origin locations not in the downtown area. At these North Shore locations (including East Boston), between 85% and 100% of the Blue Line trips began at home. For the downtown origins, "work" was a much more common activity, accounting for 30% to 60% of the origins. Overall, 75% of the trips on the Blue Line during the survey period began at home and 12% began at work.

Access to the Rapid Transit System

The most common mode of access to the Blue Line as a whole was walking, accounting for 43% of all trips in the survey period. The next most common modes were park 'n' ride at 28% and bus at 21%. The percentages that these modes captured varied quite a bit from station to station.

Of the riders transferring to the Blue Line from a bus, nearly 45% transferred from the Massport shuttle bus at Logan Airport or the Paul Revere bus serving Winthrop. Most of the rest of the bus transfers came from MBTA routes serving Wonderland, Orient Heights and Maverick, including Routes 441/2, 112, 116/7, 120 and 121.

Many of the residential areas served by the Blue Line are predominantly moderate or moderate-to-low income. Blue Line passengers are spread quite evenly across the six income categories listed on the survey form, with all categories but one accounting for between 14% and 17% of the ridership.

Customer Service Data

Passengers were asked to rate the Blue Line on a scale of 1 ("very poor") to 5 ("very good") for twelve specific measures of service quality. For most of the measures, the mean rating worked out to near 3.0 ("average"). Station condition, vehicle security and explanation of delays were the measures which received the worst ratings (2.7 or 2.8 on average), while personal safety, frequency of service and travel time/speed received the best ratings (3.3 to 3.5). These highly-rated measures were three of the four felt to be most important by Blue Line riders, the fourth being reliability. The measures that received the lowest ratings were three of the four felt to be least important, the fourth being announcement of stops. Thus, the Blue Line is judged to be slightly above average in the areas that are most important and below average in those that are least important.

Only 18% of Blue Line riders had ever filed a complaint with the MBTA. Of those who had, only 35% stated that their complaint had been handled within two weeks and only 28% said that it had been handled satisfactorily.

Entries to the Rapid Transit System

Of the 18,800 people exiting the rapid transit system at Blue Line stations during the survey period, 74% (14,000 people) had entered the system on the Blue Line. Ten percent had transferred from the Orange Line and 9% from the Green Line; 6% had made the double transfer from the Red Line. There were even 54 people who had made a triple-transfer trip starting from the Mattapan Trolley. The non-Blue Line station with the highest number of entries was Back Bay on the Orange Line (434, or 2.3% of the total).

Egress from the Rapid Transit System

Most people exiting from Blue Line stations during the survey period walked to their destination. Of the 24% who did not walk, 9% took the Massport shuttle bus to the terminals at Logan Airport, 6% transferred to some other bus, 6% got into their parked car and drove, and 2% were picked up. Other than the Massport bus, the Paul Revere bus to Winthrop and MBTA Route 116 to Chelsea and Revere were the ones most frequently used for egress.

The average length of each type of egress trip was similar to the average length of the same type of access trip. The average walk time was 6 minutes, while the average park 'n' ride time was 17 minutes. The fact that the egress walk time was slightly shorter than the access walk time (7 minutes) reflects the close

spacing of the Blue Line stations in the downtown area. The most common destinations in the Financial-Retail district are only a short walk from a Blue Line station.

Destination Locations and Activities

More than half of the people exiting from Blue Line stations during the survey period were destined for downtown Boston, specifically the Financial-Retail district, Government Center or the Waterfront. The most common destinations outside of downtown Boston were East Boston and Logan Airport, together accounting for 20% of all destinations. The rest of the destinations were spread through other parts of downtown Boston and the cities and towns on the North Shore.

The most common destination activity was "work," accounting for 64% of all trips. This figure is in line with the 67% of people boarding the Blue Line whose trip purpose was home-based work, even though the work destinations in this case apply to people exiting from the Blue Line, 26% of whom had boarded other lines. The next most common destination activity was "home," representing people returning from non-work trips or people whose work day ends before 3:00 P.M.

Comments and Suggestions

No table for passenger comments and suggestions is included in this chapter. Chapter 13 in this volume summarizes the comments written on the survey forms and includes a table listing every distinct comment submitted.

The most frequent comments pertained to service delays and unreliability. The large number of such comments was partly due to the numerous delays caused by the installation of a new signal system in the months before the survey.

Other frequent comments included the following:

- Requests for more service
- Complaints about overcrowding
- Complaints about uncleanness
- Requests for more station amenities
- Requests for better enforcement of the no smoking policy
- Requests for more security/larger police presence

In general, people seemed to be moderately satisfied with Blue Line service but would like to see improvement in certain areas.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: All Stations

Expanded Results

Blue Line

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Boston: East Boston	6,531	29.4%	84.3%	1.3%	9.5%	2.6%	0.2%	1.1%	0.9%
Revere	3,690	16.6%	88.2%	1.0%	2.4%	1.0%	1.1%	4.9%	1.4%
Winthrop	2,077	9.3%	93.8%	0.4%	3.0%	1.4%		1.1%	0.3%
Boston: Logan Airport	1,587	7.1%	31.2%		26.1%	2.1%		4.1%	36.5%
Boston: Financial-Retail	1,214	5.5%	4.1%	1.0%	55.1%	7.7%	25.4%	4.7%	2.0%
Lynn	1,202	5.4%	95.1%	0.8%	2.3%	0.2%		1.4%	
Chelsea	859	3.9%	95.2%		1.7%		0.3%		2.8%
Marblehead	821	3.7%	93.2%	1.2%	1.6%	2.4%	0.9%		0.7%
Boston: Government Center	660	3.0%	9.9%	3.2%	60.6%	10.6%	6.9%		8.8%
Boston: Waterfront	540	2.4%	23.3%		32.0%	5.6%	8.7%	12.6%	17.9%
Swampscott	456	2.0%	94.1%		0.6%	3.7%	1.5%		
Salem	397	1.8%	92.9%	5.2%			1.9%		
Peabody	307	1.4%	100.0%						
Boston: North End	304	1.4%	43.9%		19.6%	17.6%		7.7%	11.2%
Saugus	228	1.0%	92.1%						7.9%
Boston: Beacon Hill	204	0.9%	22.3%	4.3%	28.3%	39.2%	5.9%		
Nahant	151	0.7%	100.0%						
Boston: Unspecified downtown	115	0.5%	13.1%		48.5%	10.5%			27.9%
Danvers	106	0.5%	92.4%		4.1%		3.5%		
Beverly	100	0.4%	100.0%						
Everett	95	0.4%	100.0%						
Lynnfield	42	0.2%	100.0%						
Rowley	39	0.2%	100.0%						
Malden	35	0.2%	100.0%						
Boston: Charlestown	32	0.1%	58.4%	41.6%					
Other	454	2.0%	93.3%		4.6%				2.1%
TOTAL	22,245	100.0%	75.0%	1.0%	12.1%	2.9%	2.2%	2.3%	4.5%

Unknown

6

CTPS
4/9/96



MBTA Rapid Transit

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Access to the Rapid Transit System

Station: All Stations

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	9,577	43.2%	MPA	1,297	27.5%	5.9%
Park 'n' ride	6,178	27.8%	PR	792	16.8%	3.6%
Drop off	1,517	6.8%	116	565	12.0%	2.6%
Bicycle	3	0.0%	120	448	9.5%	2.0%
Taxicab	31	0.1%	117	363	7.7%	1.6%
Other	51	0.2%	112	257	5.5%	1.2%
Total private trans.	17,357	78.4%	121	183	3.9%	0.8%
Bus	4,710	21.3%	442	141	3.0%	0.6%
Commuter rail	0	0.0%	441	107	2.3%	0.5%
Other	85	0.4%	119	103	2.2%	0.5%
TOTAL	22,152	100.0%	Other	457	9.7%	2.1%
No Answer	99		TOTAL	4,713	100.0%	21.3%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	5,360	56.9%	1,227	19.9%	755	50.7%	54	73.0%	7,396	43.1%
6-10	2,923	31.0%	1,338	21.7%	405	27.2%	17	23.0%	4,683	27.3%
11-15	794	8.4%	1,026	16.7%	153	10.3%	0	0.0%	1,978	11.5%
16-20	250	2.7%	1,259	20.5%	102	6.9%	0	0.0%	1,611	9.4%
21-30	67	0.7%	988	16.1%	54	3.6%	3	4.1%	1,112	6.5%
31-45	34	0.4%	252	4.1%	10	0.7%	0	0.0%	296	1.7%
Over 45	0	0.0%	64	1.0%	10	0.7%	0	0.0%	74	0.4%
TOTAL	9,428	100.0%	6,154	100.0%	1,489	100.0%	74	100.0%	17,150	100.0%
No Answer	149		25		27		10		301	
Mean	7.0		16.0		9.0		6.2		10.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	3,282	15.2%	15.2%
2-4 minutes	7,188	33.4%	48.7%
5-7	6,969	32.3%	81.0%
8-10	3,034	14.1%	95.1%
11-15	862	4.0%	99.1%
16-20	180	0.8%	99.9%
Over 20	28	0.1%	100.0%
TOTAL	21,543	100.0%	100.0%
No Answer	709		
Mean	4.8		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: All Stations

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	14,826	67.3%	67.3%
Home-based School	770	3.4%	70.8%
Home-based Shopping	852	3.8%	74.7%
Home-based Social Activity	900	4.0%	78.8%
Home-based Personal Business	1,543	7.0%	85.8%
Home-based Other	661	3.0%	88.8%
Work-based	1,933	8.7%	97.6%
Non Home or Work-based	538	2.4%	100.0%
TOTAL	22,023	100.0%	100.0%
No Answer	228		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	14,442	64.9%
Speed/Travel time	8,503	38.2%
Comfort/relaxation	2,926	13.1%
Cost of parking downtown	10,223	45.9%
Environmentally responsible	5,552	24.9%
Only transportation available	6,298	28.3%
Other	1,883	8.4%
TOTAL RIDERS	22,251	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	8,744	39.2%
Bicycle	330	1.4%
Private bus	383	1.7%
Walking	833	3.7%
Other MBTA service unspec.	5,967	26.8% —
MBTA Bus	244	1.0% —
MBTA Commuter rail	149	0.6% —
MBTA Ferry	40	0.1% —
Carpool/vanpool	1,206	5.4%
Would not make trip	2,198	9.8%
Taxicab	1,196	5.3%
Get a ride	165	0.7%
Move	113	0.5%
Change job/quit job	64	0.2%
Don't know	180	0.8%
Other	432	1.9%
TOTAL RIDERS	22,251	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **All Stations**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	140	0.6%	
Davis	85	0.4%	
Porter	58	0.3%	
Harvard	506	2.3%	
Central	171	0.8%	
Kendall	339	1.5%	
Charles	70	0.3%	
Park Street	11	0.0%	
Downtown Crossing	5	0.0%	
South Station	274	1.2%	
Broadway	53	0.2%	
Andrew	64	0.3%	
JFK/UMass	82	0.4%	
Savin Hill	0	0.0%	
Fields Corner	61	0.3%	
Shawmut	20	0.1%	
Ashmont	29	0.1%	
North Quincy	31	0.1%	
Wollaston	10	0.0%	
Quincy Center	24	0.1%	
Quincy Adams	13	0.1%	
Braintree	4	0.0%	
TOTAL	2,050	9.3%	

Green Line

Lechmere	187	0.8%	
Science Park	29	0.1%	
North Station	98	0.4%	
Haymarket	68	0.3%	
Government Center	0	0.0%	
Park Street	241	1.1%	1,559
Boylston	358	1.6%	
Arlington	676	3.1%	
Copley	746	3.4%	
Hynes Conv. Ctr.	175	0.8%	
Kenmore	253	1.1%	
B Blandford-Babcock	144	0.7%	
B Pack. Cor.-Warren St.	42	0.2%	
B Summit Ave.-BC	36	0.2%	
C St. Mary's-Winchester	132	0.6%	
C Brandon-Cleveland Cir.	61	0.3%	
D Fenway-Longwood	259	1.2%	
D Brook. Vill.-Brook. Hills	49	0.2%	
D Beaconsfield-Ches. Hill	24	0.1%	
D Newton Centre-Eliot	67	0.3%	
D Waban-Riverside	88	0.4%	
E Prudential-Symphony	116	0.5%	
E Northeastern-Museum	203	0.9%	
E Long. Med.-Brig Cir.	126	0.6%	
E Fenwood Rd.-Heath	22	0.1%	
TOTAL	4,200	19.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	37	0.2%	
Malden Center	139	0.6%	
Wellington	51	0.2%	
Sullivan Square	79	0.4%	
Community College	67	0.3%	
North Station	156	0.7%	
Haymarket	34	0.2%	
State	0	0.0%	
Downtown Crossing	279	1.3%	488
Chinatown	139	0.6%	
New Eng. Med. Cent.	211	1.0%	
Back Bay	348	1.6%	
Mass. Ave.	67	0.3%	
Ruggles	113	0.5%	
Roxbury Crossing	47	0.2%	
Jackson Square	34	0.2%	
Stony Brook	12	0.1%	
Green	23	0.1%	
Forest Hills	94	0.4%	
TOTAL	1,928	8.7%	

Blue Line

Wonderland	595	2.7%	
Revere Beach	174	0.8%	
Beachmont	234	1.1%	
Suffolk Downs	163	0.7%	
Orient Heights	477	2.2%	
Wood Island	57	0.3%	
Airport	890	4.0%	
Maverick	546	2.5%	
Aquarium	1,620	7.3%	
State	5,636	25.5%	2,458
Government Center	1,731	7.8%	5,740
Bowdoin	1,828	8.3%	
TOTAL	13,951	63.0%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	4	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	4	0.0%

Total All Exits	22,134	100.0%
Unknown Exits	117	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: All Stations

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	1,746	7.8%	7.9%
One Day	511	2.3%	10.2%
Two Days	923	4.1%	14.3%
Three Days	1,440	6.4%	20.8%
Four Days	1,222	5.5%	26.3%
Five Days	11,565	52.1%	78.4%
Six Days	2,480	11.1%	89.6%
Seven Days	2,308	10.3%	100.0%
TOTAL	22,195	100.0%	100.0%
No Answer	56		

Usage Rates by Fare Type

Number of Rides Taken

<u>Fare Payment Type</u>			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare		Mean	3.5	2.07	7.89
8,108 riders	36.4%	St. Dev.	1.6	0.84	5.82
Adult monthly pass		Mean	5.3	2.29	12.42
11,775 riders	52.9%	St. Dev.	0.8	0.93	6.35
10-ride ticket		Mean			
0 riders	0.0%	St. Dev.			
Senior citizen/disabled		Mean	4.0	2.16	9.15
1,860 riders	8.3%	St. Dev.	1.7	0.92	6.91
Child/student		Mean	5.0	2.72	13.40
223 riders	1.0%	St. Dev.	1.4	0.93	5.68
Visitor Passport		Mean	1.2	3.54	6.33
46 riders	0.2%	St. Dev.	1.8	1.34	4.94
Other		Mean	4.5	1.91	8.83
169 riders	0.7%	St. Dev.	1.3	1.01	7.10
All payment types		Mean	4.5	2.20	10.46
22,251 riders	100.0%	St. Dev.	1.3	0.90	6.57



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **All Stations**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	18,917	85.6%
Not Licensed	3,178	14.4%
TOTAL	22,095	100.0%
No Answer	156	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	13,071	59.1%
No Auto Available	9,063	40.9%
TOTAL	22,134	100.0%
No Answer	117	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	4,804	21.9%	21.9%
One Vehicle	8,390	38.2%	60.2%
Two Vehicles	6,586	30.0%	90.3%
Three Vehicles	1,622	7.4%	97.7%
Four Vehicles	414	1.8%	99.6%
Five or More Vehicles	95	0.4%	100.0%
TOTAL	21,911	100.0%	100.0%
No Answer	340		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	4,804	22.0%	22.0%
Less than 0.5 Vehicles	3,440	15.7%	37.8%
0.5 to 0.99 Vehicles	6,643	30.4%	68.2%
1.0 to 1.49 Vehicles	6,447	29.5%	97.8%
1.5 to 1.99 Vehicles	259	1.1%	99.0%
2.0 or More Vehicles	222	1.0%	100.0%
TOTAL	21,815	100.0%	100.0%
No Answer	437		

Mean Household Size 2.59



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **All Stations**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	262	1.1%	1.2%
18 - 24	2,103	9.4%	10.7%
25 - 34	6,110	27.5%	38.2%
35 - 44	5,433	24.4%	62.7%
45 - 64	6,540	29.4%	92.2%
65 and Older	1,732	7.8%	100.0%
TOTAL	22,180	100.0%	100.0%
No Answer	71		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	9,218	41.9%
Female	12,769	58.0%
TOTAL	21,988	100.0%
No Answer	263	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	11,749	53.1%	53.1%
Tradesperson	903	4.0%	57.2%
Clerical	4,193	18.9%	76.2%
Sales/Retail	1,087	4.9%	81.1%
Homemaker	362	1.6%	82.7%
Student	1,455	6.5%	89.3%
Retired	1,303	5.8%	95.2%
Unemployed	434	1.9%	97.2%
Other	626	2.8%	100.0%
TOTAL	22,112	100.0%	100.0%
No Answer	139		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	3,176	15.6%	15.7%
\$20,000 - \$29,999	2,850	14.0%	29.8%
\$30,000 - \$39,999	3,506	17.3%	47.1%
\$40,000 - \$59,999	4,287	21.1%	68.3%
\$60,000 - \$79,999	2,955	14.6%	82.9%
Over \$80,000	3,462	17.1%	100.0%
TOTAL	20,236	100.0%	100.0%
No Answer	2,015		

Mean Household Size 2.59



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **All Stations**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor	Average			Very Good	Total	No Answer	Importance*
Station condition	2.8	12.1%	20.8%	46.4%	16.3%	4.5%	21,194	1,057	1,027
Station cleanliness	3.0	9.2%	19.2%	44.5%	20.7%	6.3%	20,880	1,372	1,271
Parking availability	2.9	23.6%	15.7%	24.9%	17.9%	17.9%	15,304	6,947	1,657
Personal safety	3.3	5.6%	13.8%	37.9%	29.5%	13.2%	20,195	2,056	5,416
Vehicle security	2.7	19.2%	20.2%	37.9%	16.2%	6.6%	12,540	9,712	1,094
Cleanliness of trains	3.1	6.3%	16.5%	44.7%	25.1%	7.5%	20,388	1,863	1,236
Reliability	3.1	10.9%	18.9%	30.4%	27.8%	12.1%	21,184	1,067	6,903
Explanation of delays	2.7	20.7%	24.9%	29.7%	17.5%	7.3%	19,414	2,838	923
Announcement of stops	3.2	11.1%	17.5%	31.5%	22.5%	17.4%	20,860	1,392	346
Availability of seating	3.0	13.6%	19.5%	34.5%	20.2%	12.1%	20,959	1,293	1,280
Frequency of service	3.3	6.3%	13.7%	36.6%	30.8%	12.6%	20,929	1,323	5,274
Travel time/speed	3.5	4.8%	11.4%	33.3%	33.9%	16.6%	21,187	1,065	4,175

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	3,947	18.1%
No	17,916	81.9%
Total	21,863	100.0%
No Answer	389	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	1,251	35.0%
No	2,322	65.0%
Total	3,573	100.0%
No Answer	373	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	948	27.6%
No	2,492	72.4%
Total	3,440	100.0%
No Answer	506	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **All Stations**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	130	0.7%	
Davis	65	0.3%	
Porter	73	0.4%	
Harvard	158	0.8%	
Central	77	0.4%	
Kendall	95	0.5%	
Charles	27	0.1%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	28	0.1%	
Broadway	36	0.2%	
Andrew	53	0.3%	
JFK/UMass	47	0.2%	
Savin Hill	34	0.2%	
Fields Corner	38	0.2%	
Shawmut	17	0.1%	
Ashmont	60	0.3%	
North Quincy	17	0.1%	
Wollaston	17	0.1%	
Quincy Center	105	0.6%	
Quincy Adams	28	0.1%	
Braintree	20	0.1%	
TOTAL	1,123	6.0%	

Green Line

Lechmere	135	0.7%	
Science Park	0	0.0%	
North Station	99	0.5%	
Haymarket	30	0.2%	
Government Center	0	0.0%	
Park Street	47	0.2%	818
Boylston	86	0.5%	
Arlington	142	0.8%	
Copley	235	1.2%	
Hynes Conv. Ctr.	107	0.6%	
Kenmore	162	0.9%	
B Blandford-Babcock	74	0.4%	
B Pack. Cor.-Warren St.	85	0.5%	
B Summit Ave.-BC	23	0.1%	
C St. Mary's-Winchester	112	0.6%	
C Brandon-Cleveland Cir.	49	0.3%	
D Fenway-Longwood	13	0.1%	
D Brook. Vill.-Brook. Hills	55	0.3%	
D Beaconsfield-Ches. Hill	32	0.2%	
D Newton Centre-Eliot	33	0.2%	
D Waban-Riverside	27	0.1%	
E Prudential-Symphony	72	0.4%	
E Northeastern-Museum	53	0.3%	
E Long. Med.-Brig Cir.	65	0.3%	
E Fenwood Rd.-Heath	21	0.1%	
TOTAL	1,757	9.3%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	20	0.1%	
Malden Center	128	0.7%	
Wellington	47	0.2%	
Sullivan Square	125	0.7%	
Community College	40	0.2%	
North Station	87	0.5%	
Haymarket	11	0.1%	
State	0	0.0%	
Downtown Crossing	73	0.4%	322
Chinatown	23	0.1%	
New Eng. Med. Cent.	174	0.9%	
Back Bay	434	2.3%	
Mass. Ave.	112	0.6%	
Ruggles	149	0.8%	
Roxbury Crossing	62	0.3%	
Jackson Square	79	0.4%	
Stony Brook	49	0.3%	
Green	28	0.1%	
Forest Hills	275	1.5%	
TOTAL	1,912	10.2%	

Blue Line

Wonderland	2,846	15.1%	
Revere Beach	663	3.5%	
Beachmont	997	5.3%	
Suffolk Downs	349	1.9%	
Orient Heights	1,859	9.9%	
Wood Island	785	4.2%	
Airport	1,031	5.5%	
Maverick	3,018	16.0%	
Aquarium	573	3.0%	
State	1,120	6.0%	2,234
Government Center	282	1.5%	2,558
Bowdoin	442	2.3%	
TOTAL	13,966	74.2%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	18	0.1%
Butler	0	0.0%
Milton	6	0.0%
Central Ave	18	0.1%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	12	0.1%
TOTAL	54	0.3%

Total All Entries	18,812	100.0%
Unknown Entries	0	

2. Origin Locations and Activities

These tables show where Blue Line riders start their trips, and what their activities were at each of those origin locations. This information is useful in defining the market area for each of the Blue Line stations and also understanding what kinds of trips are made on the Blue Line. This latter issue is considered further in chapter 4.

OVERVIEW OF RESULTS

Origin Locations

The size of the market area for each Blue Line station depended on several factors: proximity to other stations, ease of access from other towns, and the amount of parking available. In general, the outer stations drew riders from a much larger area than the inner stations.² People boarding at Wonderland came from at least 39 different towns, and riders at Wood Island came from 23 towns. In contrast, boardings at Bowdoin originated at six neighborhoods surrounding the station.

Beyond the sheer number of distinct origin towns, the degree of concentration of riders shows which stations are regional in nature and which are local. At Wonderland, the city of Revere provided the greatest number of origins, as one would expect, but they still accounted for only 25% of all origins. In contrast, at Revere Beach station, the next station inbound from Wonderland, the city of Revere provided 76% of the origins. Most of the riders at Wonderland drove to the station, while at Revere Beach, most people walked, as is discussed in chapter 3. The high incidence of drive access and its location at the end of the Blue Line make Wonderland a regional station. Revere Beach, having little parking and serving mostly nearby residents, is clearly a local station.

Among the Blue Line stations, the greatest concentration of origins was found at Beachmont, Revere Beach, Maverick and State, while the greatest dispersion of origins was found at Wonderland, Suffolk Downs and Aquarium. Note that the dispersion of origins at Aquarium is, in fact, quite concentrated since the Boston downtown neighborhoods which send riders to that station are much smaller in geographic area than the towns sending riders to the outer stations.

²The tables for Government Center and State in this chapter include only passengers boarding the Blue Line from outside the system. See Appendix B for origin information for all passengers entering at these stations.

Origin Activities

At all of the non-downtown stations except Airport, the vast majority of passengers boarding the Blue Line were coming from home.. To some extent, this is a function of when the survey forms were distributed (6:00 A.M. to 3:30 P.M.), but it also reflects the residential nature of the areas served by the Blue Line and the types of trips made on rapid transit. The Blue Line is the primary transit route into downtown Boston from the near North Shore, and the majority of the riders use it to reach their jobs in Boston (see chapters 4 and 12). People who work in East Boston and Revere and board the Blue Line in the evening to return home would be included in the tables on Blue Line destinations (see chapter 12), since they presumably exited from the Blue Line during the survey period.

The exceptions to the prevalence of the home origin are Airport station, where significant portions of Blue Line riders were coming from work or from "Other" (which was the typical response from people who had just flown into Logan), and Suffolk Downs, where more than half of the people with a Revere origin came from a social/recreational activity, namely the racetrack. However, with the contributions of other towns, 76% of all boardings at Suffolk Downs were from home.

At the four downtown stations, work, personal business and shopping were significant origin activities, with work being the most common activity at Bowdoin, Government Center and State. At Aquarium, home captured a slightly larger percentage than work because the Blue Line serves residential areas in the Waterfront and North End neighborhoods. "Other" claimed 15% of Aquarium origin activities, mainly representing people coming from conferences and work related meetings during the lunchtime period.

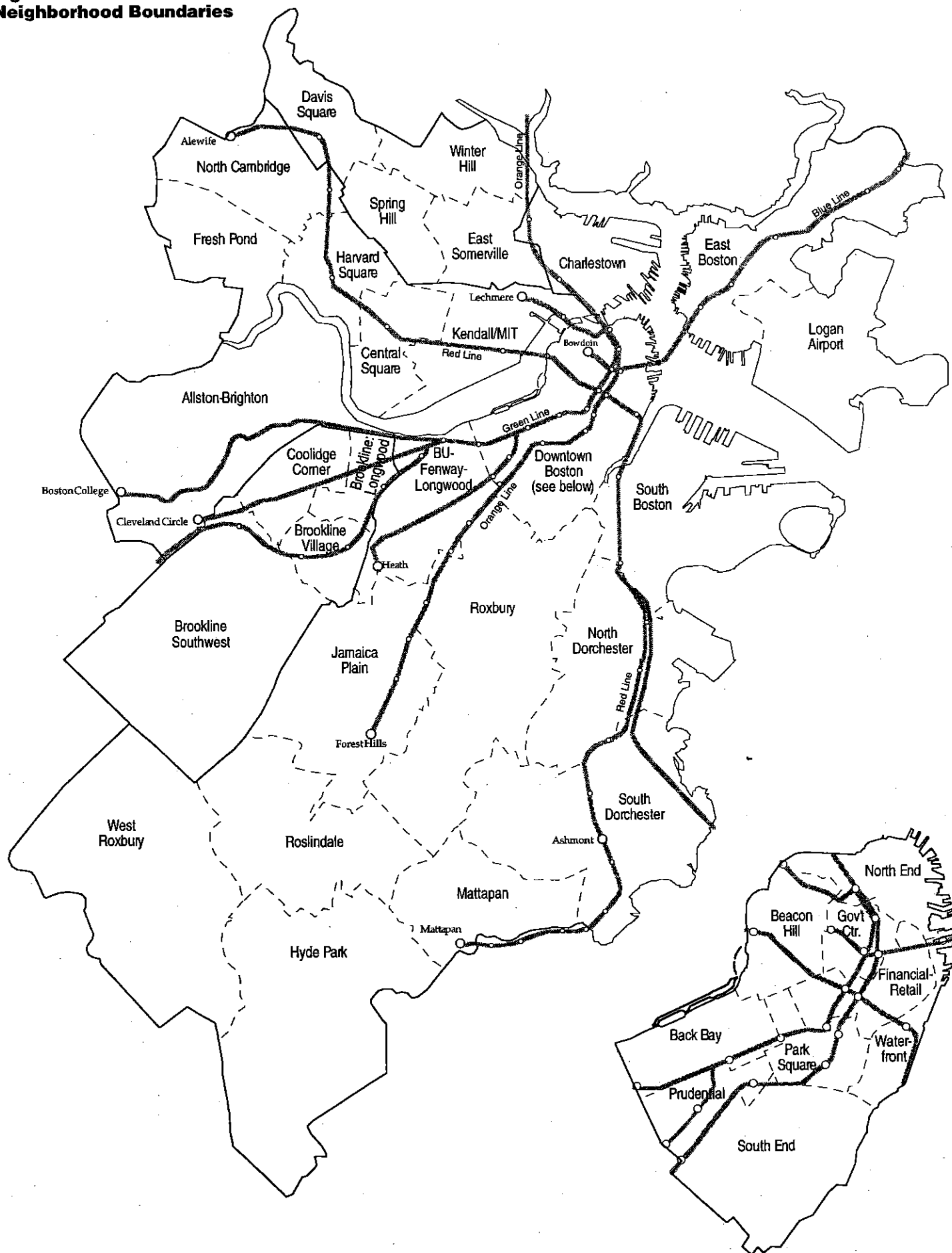
DESCRIPTION OF TABLES

Origin Locations

The left-hand portion of each table lists the cities, towns or neighborhoods which are the origin locations for trips beginning at each Blue Line station. All origin locations are aggregated by city or town, except for those in Boston, Cambridge, Somerville and Brookline. Boston origins were broken down into twenty-three neighborhoods, Cambridge origins into five neighborhoods, and Somerville and Brookline into four each.³ These neighborhood designations are shown in Figure 2-1. Riders from outside of Massachusetts are aggregated by state rather than by town.

³The neighborhood designations for Boston are the standard ones used at CTPS for land use modeling. The neighborhoods for Cambridge, Somerville and Brookline were developed specially for the Systemwide Survey project.

Figure 2-1 Neighborhood Boundaries



The origin locations are listed in descending order by the number of riders. The report is set up to show a maximum of twenty-five locations. For those stations with more than twenty-five distinct origin locations, (Wonderland being the only one on the Blue Line), all other locations below the top twenty-five are combined into "Other." Survey responses which did not contain enough information to determine an origin town are included in the "Unknown" category at the bottom of the table. The percentages of riders in the second column of figures do not include the "unknown" responses.

Origin Activities

The right-hand portion of the table breaks down the total riders for each location by the activities revealed in the responses to question 2a on the survey form. The breakdown is shown only in percentages rather than absolute numbers. It is possible to derive the number of riders for each activity by multiplying the percentage by the total riders for that location.

It is important to note that as one moves down the list of origin locations, the number of survey responses declines. For some of the less significant origin locations, the breakdown of activities may be based on only a few surveys, in some cases, only one or two. Thus, the percentage breakdown of activities is statistically valid only for the top few origin locations and the station total shown in the last line on the table.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Wonderland**

Blue Line

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Revere	1,018	25.0%	91.2%	0.6%	1.3%	2.2%		3.4%	1.4%
Lynn	929	22.8%	95.1%	1.1%	1.6%	0.3%		1.9%	
Marblehead	665	16.3%	92.7%	1.5%	1.9%	3.0%			0.9%
Swampscott	349	8.6%	94.3%		0.8%	4.9%			
Salem	291	7.1%	99.0%	1.0%					
Peabody	213	5.2%	100.0%						
Nahant	124	3.1%	100.0%						
Saugus	110	2.7%	97.3%						2.7%
Danvers	62	1.5%	100.0%						
Beverly	47	1.2%	100.0%						
Lynnfield	32	0.8%	100.0%						
Manchester	27	0.7%	100.0%						
Boxford	21	0.5%	100.0%						
Chelsea	20	0.5%	85.1%				14.9%		
Wenham	18	0.4%	100.0%						
Everett	17	0.4%	100.0%						
Topsfield	14	0.3%	100.0%						
Winthrop	12	0.3%	75.0%						25.0%
New Hampshire	12	0.3%	100.0%						
Ipswich	11	0.3%	100.0%						
Gloucester	9	0.2%	100.0%						
Newburyport	9	0.2%	100.0%						
Rowley	9	0.2%	100.0%						
Haverhill	6	0.1%	100.0%						
Malden	6	0.1%	100.0%						
Other	49	1.2%	100.0%						
TOTAL	4,076	100.0%	94.7%	0.7%	1.1%	1.5%	0.1%	1.3%	0.6%
Unknown	2								



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Revere Beach**

Blue Line

Expanded Results

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Revere	842	75.8%	86.0%	3.6%	3.6%		4.8%	1.6%	0.4%
Lynn	68	6.1%	100.0%						
Swampscott	49	4.4%	86.1%				13.9%		
Marblehead	47	4.2%	84.0%				16.0%		
Salem	43	3.8%	41.0%	41.5%			17.5%		
Saugus	11	1.0%	100.0%						
Winthrop	11	1.0%	100.0%						
Everett	11	1.0%	100.0%						
Middleton	7	0.6%	100.0%						
Hamilton	4	0.3%	100.0%						
Nahant	4	0.3%	100.0%						
Beverly	4	0.3%	100.0%						
Boxford	4	0.3%	100.0%						
Chelsea	4	0.3%	100.0%						
Danvers	4	0.3%					100.0%		
TOTAL	1,111	100.0%	85.5%	4.3%	2.7%		6.0%	1.2%	0.3%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Beachmont**

Blue Line

Expanded Results

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Revere	1,112	80.0%	92.7%		3.7%			0.5%	3.1%
Winthrop	104	7.4%	100.0%						
Chelsea	23	1.6%	100.0%						
Saugus	21	1.5%	100.0%						
Lynn	19	1.3%	100.0%						
Everett	19	1.3%	100.0%						
Peabody	17	1.2%	100.0%						
Wakefield	13	0.9%	100.0%						
Boston: East Boston	13	0.9%			100.0%				
Swampscott	10	0.7%	100.0%						
Danvers	10	0.7%	56.9%		43.1%				
Salem	9	0.6%	100.0%						
Georgetown	4	0.3%			100.0%				
Marblehead	4	0.3%	100.0%						
Rowley	4	0.3%	100.0%						
Beverly	4	0.3%	100.0%						
Amesbury	4	0.3%	100.0%						
TOTAL	1,390	100.0%	92.6%		4.5%			0.4%	2.5%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Suffolk Downs**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Revere	238	38.1%	45.5%		1.8%			52.7%	
Boston: East Boston	135	21.6%	88.2%	8.6%	3.2%				
Winthrop	63	10.0%	93.1%					6.9%	
Marblehead	56	9.0%	100.0%						
Salem	30	4.8%	100.0%						
Lynn	20	3.2%	100.0%						
Nahant	13	2.1%	100.0%						
Peabody	13	2.1%	100.0%						
Beverly	13	2.1%	100.0%						
Malden	9	1.4%	100.0%						
Georgetown	4	0.7%	100.0%						
Lynnfield	4	0.7%	100.0%						
Medford	4	0.7%	100.0%						
Rowley	4	0.7%	100.0%						
Saugus	4	0.7%	100.0%						
Swampscott	4	0.7%	100.0%						
Boxford	4	0.7%	100.0%						
Chelsea	4	0.7%	100.0%						
TOTAL	624	100.0%	76.0%	1.9%	1.4%			20.8%	

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Orient Heights**
Expanded Results

Blue Line

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Winthrop	1,785	62.6%	93.2%	0.4%	3.5%	1.6%		1.1%	0.2%
Boston: East Boston	898	31.5%	90.5%		9.1%				0.4%
Revere	68	2.4%	77.8%			22.2%			
Newburyport	16	0.6%	100.0%						
Marblehead	15	0.5%	100.0%						
Lynn	11	0.4%	100.0%						
Peabody	11	0.4%	100.0%						
Saugus	11	0.4%	100.0%						
Swampscott	11	0.4%	100.0%						
New Hampshire	8	0.3%	100.0%						
Malden	4	0.1%	100.0%						
Nahant	4	0.1%	100.0%						
Danvers	4	0.1%	100.0%						
Everett	4	0.1%	100.0%						
TOTAL	2,850	100.0%	92.2%	0.3%	5.1%	1.5%		0.7%	0.3%



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Wood Island**
Expanded Results

Blue Line

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: East Boston	676	59.8%	94.5%	2.4%		3.1%			
Lynn	130	11.5%	100.0%						
Chelsea	78	6.9%	100.0%						
Saugus	56	4.9%	100.0%						
Revere	28	2.5%	100.0%						
Marblehead	23	2.0%	100.0%						
Peabody	17	1.5%	100.0%						
Winthrop	17	1.5%	100.0%						
Rowley	11	0.9%	100.0%						
Salem	11	0.9%	100.0%						
Swampscott	11	1.0%	100.0%						
Beverly	11	0.9%	100.0%						
Ipswich	6	0.5%	100.0%						
Lynnfield	6	0.5%	100.0%						
Malden	6	0.5%	100.0%						
Middleton	6	0.5%	100.0%						
Nahant	6	0.5%	100.0%						
North Andover	6	0.5%	100.0%						
Wakefield	6	0.5%	100.0%						
Wilmington	6	0.5%	100.0%						
Maine	6	0.5%	100.0%						
Danvers	6	0.5%	100.0%						
Fitchburg	6	0.5%	100.0%						
TOTAL	1,131	100.0%	96.7%	1.4%		1.9%			
Unknown	0								



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Airport**

Blue Line

Expanded Results

			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: Logan Airport	1,563	69.7%	30.1%		26.5%	2.1%		4.1%	37.1%
Boston: East Boston	527	23.5%	72.6%		11.1%	4.8%		2.9%	8.6%
Revere	30	1.4%	100.0%						
Chelsea	25	1.1%	100.0%						
Swampscott	20	0.9%	100.0%						
Nantucket	15	0.7%	100.0%						
Saugus	15	0.7%							100.0%
Winthrop	15	0.7%	100.0%						
Gloucester	10	0.5%	100.0%						
Peabody	10	0.5%	100.0%						
Danvers	10	0.5%	100.0%						
TOTAL	2,242	100.0%	44.2%		21.1%	2.6%		3.5%	28.6%

Unknown

0

CTPS
4/1/96



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Maverick**
Expanded Results

Blue Line

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: East Boston	4,277	75.9%	83.0%	1.3%	10.8%	2.9%	0.3%	1.3%	0.3%
Chelsea	706	12.5%	94.5%		2.1%				3.4%
Revere	353	6.3%	100.0%						
Winthrop	71	1.3%	100.0%						
Everett	46	0.8%	100.0%						
Peabody	25	0.4%	100.0%						
Lynn	24	0.4%	44.5%		55.5%				
Boston: Logan Airport	24	0.4%	100.0%						
Beverly	21	0.4%	100.0%						
Lawrence	15	0.3%	100.0%						
Salem	15	0.3%	100.0%						
Boston: Charlestown	13	0.2%		100.0%					
Malden	11	0.2%	100.0%						
Marblehead	11	0.2%	100.0%						
Rowley	11	0.2%	100.0%						
Danvers	11	0.2%	100.0%						
TOTAL	5,632	100.0%	86.0%	1.2%	8.7%	2.2%	0.3%	1.0%	0.6%

Unknown

0

CTPS
4/1/96



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Aquarium**

Blue Line

Expanded Results

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES					
			Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.
Boston: Waterfront	496	46.4%	25.3%		26.0%	6.0%	9.5%	13.7%
Boston: North End	274	25.6%	48.7%		17.6%	12.6%		8.6%
Boston: Financial-Retail	144	13.5%	22.7%		43.8%		16.3%	
Boston: Unspecified downtown	47	4.4%			100.0%			
Hingham	28	2.6%	100.0%					
Scituate	19	1.8%	100.0%					
Boston: Charlestown	19	1.8%	100.0%					
Sharon	14	1.3%	100.0%					
Cohasset	10	0.9%	100.0%					
Hull	9	0.9%	100.0%					
Boston: South Boston	9	0.9%						100.0%
TOTAL	1,069	100.0%	36.5%		26.9%	6.0%	6.6%	8.5%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **State**
Expanded Results

Blue Line

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	955	83.2%	1.8%		57.9%	7.8%	26.6%	6.0%	
Boston: Government Center	101	8.8%			43.2%		30.1%		26.7%
Boston: Waterfront	44	3.8%			100.0%				
Boston: North Dorchester	17	1.5%			100.0%				
Newton	15	1.3%	100.0%						
Boston: Unspecified downtown	15	1.3%							100.0%
TOTAL	1,147	100.0%	2.8%		57.3%	6.5%	24.8%	5.0%	3.7%

Unknown 0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Government Center**

Blue Line

Expanded Results

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: Government Center	182	64.4%	8.3%		63.5%	9.5%	8.3%		10.4%
Boston: Financial-Retail	66	23.5%			48.7%	22.8%	28.5%		
Boston: North End	19	6.7%				100.0%			
Boston: Unspecified downtown	15	5.4%	100.0%						
TOTAL	282	100.0%	10.7%		52.4%	18.2%	12.1%		6.7%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Bowdoin**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: Government Center	377	54.6%	13.4%	5.5%	63.9%	14.0%			3.2%
Boston: Beacon Hill	204	29.5%	22.3%	4.3%	28.3%	39.2%	5.9%		
Boston: Financial-Retail	48	7.0%		23.9%	43.1%	9.2%	23.9%		
Boston: Unspecified downtown	37	5.4%			23.4%	32.3%			44.3%
Boston: South Boston	12	1.8%	100.0%						
Boston: North End	12	1.7%			100.0%				
TOTAL	690	100.0%	15.6%	6.0%	49.2%	21.6%	3.4%		4.1%

Unknown

0

CTPS
4/1/96

3. Access to the Rapid Transit System

Each "Access to the Rapid Transit System" table comprises four separate elements discussed below. These elements taken together describe the segment of the passenger's trip that takes place before boarding the Blue Line car.

OVERVIEW OF RESULTS

Access Modes

The distribution of riders across access modes varied greatly among the twelve Blue Line stations. Access to the four downtown stations (Bowdoin through Aquarium) was almost exclusively by means of walking.⁴ For the other eight stations, walking was the most common mode at Revere Beach (57.5%) Maverick (51.3%), Wood Island (50.4%) and Beachmont (45.7%), while park 'n' ride was the dominant mode at Wonderland (71%) and Suffolk Downs (58%). Other stations with significant percentages of passengers parking were Beachmont (39.7%), Revere Beach (28.3%), Orient Heights (27.4%) and Wood Island (27.1%).

Several stations exhibit large numbers of people parking near the station, far in excess of the number of MBTA parking spaces available, specifically Wonderland (2,878 people, 1,223 parking spaces), Orient Heights (781 people, 380 spaces) and Maverick (767 people, no MBTA spaces). There are several explanations for this apparent inconsistency. First, people who carpooled to the station would contribute two or more riders per parked car. Second, there is some turnover in parking during the day so that more than one car could occupy a parking space during the survey period. Third, many of the park 'n' ride access trips were short distance trips made by East Boston and Winthrop residents (especially at Maverick and Orient Heights). These people likely have resident parking stickers and thus are able to park on streets near the station. Fourth, some people who were dropped off may have mistakenly marked the park 'n' ride option, interpreting "Drove or rode and parked at or near station" to be describing their drop-off trip (and not reading on to the third choice, "Was dropped off"). Finally, it may be the case that people who drove to the station were more likely to fill out surveys, perhaps because they were concerned about the tight parking supply, and thus may be overrepresented in the sample.

⁴The tables for Government Center and State in this chapter include only passengers boarding the Blue Line from outside the system. See Appendix B for access information for all passengers entering at these stations.

Bus Transfers from Route

Besides walking and park 'n' ride, the only other mode to capture a large number of access trips was bus. Bus trips were, of course, most common at stations with high volume feeder routes including Orient Heights (31.4%), Maverick (27.6%) and, to a lesser extent, Wood Island (16.5%) and Wonderland (12.3%). Airport station exhibited a very high percentage of bus transfers (60.9%) due to the large number of people transferring from the Massport shuttle routes. The breakdown of bus transfers by route shows that the higher frequency routes contribute the greater number of passengers, as would be expected.

Access Times

Access times are closely related to the size of the market area of each station, as discussed in chapter 2. For each of the four downtown stations, the market area is quite small, because the stations are close to each other. As a result, the mean access time was four to five minutes.

For the other eight stations, access times were generally longer since they serve larger market areas. Mean walk access times generally ranged from seven to nine minutes, with the exception of Suffolk Downs (5.9 minutes). Mean park 'n' ride access times for the eight outer stations ranged from 9.8 minutes at Orient Heights to 19.6 minutes at Wonderland and 19.7 minutes at Wood Island. Maverick and Beachmont were at the lower end of this range, Suffolk Downs and Revere Beach were in the middle and Airport was near the top end.

Station by station, drop off access times were shorter than park 'n' ride times, ranging from 6.6 minutes at Orient Heights to 12.3 minutes at Wonderland. Suffolk Downs exhibited a 2.8 minute mean, but it was based on a very small number of people.

Wait Times

The wait times passengers reported were mainly in the range of four to six minutes. As would be expected, wait times were shorter, on average, during the peak period when service is operated at higher frequency. The shortest wait times were reported at Wonderland (21% answered zero or one minute wait time), where many passengers can board a train that is laying over prior to its next inbound run. The fact that these passengers considered time sitting on a train during layover different from waiting time indicates that the policy of allowing passengers to board vehicles during layover periods improves their perception of service.

DESCRIPTION OF TABLES

Access Modes

The access modes listed in the tables are in two groups. The first six modes—walk, park 'n' ride, drop off, bicycle, taxicab, and other—are indented to indicate that they are all "private transportation" modes. The seventh line of the table, "Total private trans." is the sum of the previous six modes. The eighth, ninth and tenth lines comprise the "public transportation" means of access, specifically bus, commuter rail and other. The bus mode includes all bus and shuttle services, not just MBTA buses. "Other" was typically used for ferry services. The "other" on line six is different from the "other" on line ten in that the former is used for "other private transportation" (such as rollerblades or any unspecified answer) while the latter is used for "other public transportation."

In addition to the total number of passengers using each access mode, percentages are shown for the mode relative to total riders boarding at the station who answered the question. The number of expanded responses that omitted the access mode appears in the table, but is excluded from the percentage calculations.

Bus Transfers from Route

This table shows the number of riders that used buses or private van services as the mode of access to their boarding stations. Responses are separated by route or provider if the passengers specified them or if the surveys included enough other information to identify the routes. Each table can include up to ten routes or carriers, in descending order of the number of transfers. If the station has more than ten bus access codes, routes below the top ten are all combined as Other. MBTA routes are listed separately by route number. Surveys which did not specify which MBTA route and for which no route could be determined were coded as UNK. Regional Transit Authority, employer-sponsored, college and private-carrier bus and shuttle routes were assigned codes of two to four letter with all routes of the same authority or company being combined. Generic codes such as EMP, SCHB or VAN were used when the employer, school or service provider was not specified. Because there were relatively few transfers from ferries, these were also included among the bus routes. All codes included in the database for bus and shuttle routes are shown in Table 3-1 on the next page.

In addition to the number of passengers by route, each bus access table shows the percentage using each route relative to total bus transfers and to total ridership for that station. Note that among the routes listed for some stations, there may be one or two which do not connect to the station; for example, Maverick station shows 32 passengers transferring from Route 111 which runs from Chelsea to Haymarket via the Tobin Bridge. These 32 passengers actually boarded the 111 and then transferred to the 116/117 to reach Maverick. Because of the way the

survey was worded, these bus transfers are attributed to Route 111 rather than Route 116/117.

Table 3-1
Codes Used for Private Bus and Other Services

AME	=	American Eagle	M2	=	MASCO (Longwood Med.)
APSS	=	Airport shuttles (generic)	MBCC	=	Mass. Bay Comm. College
BAT	=	Brockton Area Transit	MGH	=	Mass. General Hospital
BCH	=	Boston City Hospital	MPA	=	Massport shuttle at Logan
BCS	=	Boston College shuttle	MWRA	=	MA Water Resources Auth.
BHT	=	Brush Hill Transportation	MYB	=	My Bus (Weymouth)
BUMC	=	Boston Univ. Med. Center	NCSB	=	Newbury College shuttle
BZI	=	Bonanza Bus Lines	PCI	=	People Care-iers, Inc.
CAV	=	Cavalier Coach	PLB	=	Plymouth & Brockton
CBH	=	Canton Blue Hills	PPB	=	Peter Pan
CF	=	Charlestown ferry	PR	=	Paul Revere (Winthrop)
CJT	=	C&J Trailways	RIDE	=	The RIDE (MBTA)
CTW	=	Concord Trailways	SBCS	=	South Bay Center shuttle
EDIC	=	So. Boston (EDIC) shuttle	SCHB	=	School bus (generic)
EMP	=	Employer shuttle (generic)	SRTA	=	Southeastern Regional Transit Authority
GALL	=	Galleria mall shuttle	TCC	=	The Coach Company
GATR	=	Greater Attleboro-Taunton Regional Transit Authority	TCL	=	Trombly Coach Lines
GLI	=	Greyhound Lines	UMAS	=	UMass Boston shuttle
GULB	=	Gulbankian's Bus Lines	UNDA	=	Interstate Coach
HF	=	Hingham Ferry	UNK	=	Unknown (MBTA)
HLB	=	Bloom Bus Lines	VAN	=	Van service (generic)
HUS	=	Harvard Univ. shuttle	WCOL	=	Wellesley College shuttle
LEXP	=	Lexpress (Lexington)	WTC	=	World Trade Center
LRTA	=	Lowell Regional Transit	YANK	=	Yankee Bus Lines

Access Time

This table summarizes the access times from origins to boarding stations reported by the passengers, broken down by access mode. Note that access times for passengers using public transportation access modes are not included in these tables due to the way the survey was worded. Times of 20 minutes and under are divided into four sets of five-minute increments. These are followed by one category of 21 to 30 minutes, one category of 31 to 45 minutes and one of over 45 minutes. Each table shows the number of passengers in each access time category and the percentage of this category relative to the total number of riders

using that access mode. The number of expanded responses that omitted the access time appears in the table, but is excluded from the percentage calculations.

Wait Time at Boarding Station

This table summarizes the wait times at boarding stations reported by the passengers at each station. Times of 10 minutes and under are divided into four categories. These are followed by one category of 11 to 15 minutes, one of 16 to 20 minutes, and one of over 20 minutes. Each table shows the number of passengers in each wait time category, the percentage of this category relative to the entire station, and the cumulative percentage of passengers with the same category or a lower-time one. The number of expanded responses that omitted the wait time appears in the table, but is excluded from the percentage calculations.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Wonderland**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	421	10.3%	442	124	24.8%	3.1%
Park 'n' ride	2,878	71.0%	116	107	21.4%	2.6%
Drop off	243	5.9%	441	107	21.4%	2.6%
Bicycle	3	0.0%	440	63	12.6%	1.6%
Taxicab	10	0.2%	110	21	4.2%	0.5%
Other	0	0.0%	437	19	3.8%	0.5%
Total private trans.	3,554	87.7%	119	13	2.6%	0.3%
Bus	499	12.3%	455	12	2.4%	0.3%
Commuter rail	0	0.0%	450	10	2.0%	0.2%
Other	0	0.0%	117	9	1.8%	0.2%
TOTAL	4,053	100.0%	Other	16	3.2%	0.4%
No Answer	25		TOTAL	501	100.0%	12.4%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	211	50.7%	144	5.0%	56	23.0%	0	0.0%	411	11.6%
6-10	128	30.8%	305	10.6%	63	25.9%	10	76.9%	506	14.2%
11-15	53	12.7%	640	22.3%	64	26.3%	0	0.0%	762	21.4%
16-20	15	3.6%	941	32.7%	46	18.9%	0	0.0%	1,002	28.2%
21-30	6	1.4%	703	24.4%	14	5.8%	3	23.1%	726	20.4%
31-45	3	0.7%	128	4.5%	0	0.0%	0	0.0%	131	3.7%
Over 45	0	0.0%	15	0.5%	0	0.0%	0	0.0%	15	0.4%
TOTAL	416	100.0%	2,876	100.0%	243	100.0%	13	100.0%	3,553	100.0%
No Answer	4		2		0		0		28	
Mean	8.0		19.6		12.3		13.0		17.7	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	842	20.8%	20.8%
2-4 minutes	1,521	37.6%	58.5%
5-7	1,200	29.7%	88.2%
8-10	389	9.6%	97.8%
11-15	85	2.1%	99.9%
16-20	6	0.1%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	4,043	100.0%	100.0%
No Answer	35		
Mean	3.9		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Revere Beach**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	<i>Bus Transfers From Route:</i>	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	639	57.5%	110	59	57.3%	5.3%
Park 'n' ride	315	28.3%	117	44	42.7%	4.0%
Drop off	55	4.9%				
Bicycle	0	0.0%				
Taxicab	0	0.0%				
Other	0	0.0%				
Total private trans.	1,008	90.7%				
Bus	103	9.3%				
Commuter rail	0	0.0%				
Other	0	0.0%				
TOTAL	1,111	100.0%	Other			
No Answer	0		TOTAL	103	100.0%	9.3%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	387	61.5%	71	22.5%	36	66.7%	0		494	49.5%
6-10	152	24.2%	36	11.4%	7	13.0%	0		195	19.5%
11-15	44	7.0%	65	20.6%	7	13.0%	0		116	11.6%
16-20	28	4.5%	74	23.5%	4	7.4%	0		106	10.6%
21-30	18	2.9%	65	20.6%	0	0.0%	0		83	8.3%
31-45	0	0.0%	4	1.3%	0	0.0%	0		4	0.4%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	629	100.0%	315	100.0%	54	100.0%	0		998	100.0%
No Answer	10		0		0		0		10	
Mean	7.4		15.3		7.0				9.9	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	166	15.1%	15.1%
2-4 minutes	410	37.4%	52.5%
5-7	292	26.6%	79.1%
8-10	187	17.0%	96.1%
11-15	28	2.6%	98.7%
16-20	14	1.3%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	1,097	100.0%	100.0%
No Answer	14		
Mean	4.7		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Beachmont**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	636	45.7%	119	90	100.0%	6.5%
Park 'n' ride	553	39.7%				
Drop off	100	7.1%				
Bicycle	0	0.0%				
Taxicab	11	0.7%				
Other	0	0.0%				
Total private trans.	1,300	93.5%				
Bus	90	6.5%				
Commuter rail	0	0.0%				
Other	0	0.0%				
TOTAL	1,390	100.0%	Other TOTAL	90	100.0%	6.5%
No Answer	0					

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	357	56.6%	173	31.6%	49	48.5%	11	100.0%	590	45.7%
6-10	184	29.2%	218	39.8%	43	42.6%	0	0.0%	445	34.5%
11-15	71	11.3%	57	10.4%	9	8.9%	0	0.0%	137	10.6%
16-20	15	2.4%	57	10.4%	0	0.0%	0	0.0%	72	5.6%
21-30	4	0.6%	39	7.1%	0	0.0%	0	0.0%	43	3.3%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	4	0.7%	0	0.0%	0	0.0%	4	0.3%
TOTAL	631	100.0%	548	100.0%	101	100.0%	11	100.0%	1,291	100.0%
No Answer	4		4		0		0		8	
Mean	6.9		10.9		7.3		3.0		8.6	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	238	17.3%	17.3%
2-4 minutes	444	32.3%	49.4%
5-7	426	31.0%	80.4%
8-10	203	14.8%	95.2%
11-15	33	2.4%	97.6%
16-20	19	1.4%	99.1%
Over 20	13	0.9%	100.0%
TOTAL	1,376	100.0%	100.0%
No Answer	14		
Mean	4.8		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Suffolk Downs**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	<i>Bus Transfers From Route:</i>	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	246	39.4%				
Park 'n' ride	362	58.0%				
Drop off	16	2.5%				
Bicycle	0	0.0%				
Taxicab	0	0.0%				
Other	0	0.0%				
Total private trans.	624	100.0%				
Bus	0	0.0%				
Commuter rail	0	0.0%				
Other	0	0.0%				
TOTAL	624	100.0%	Other			
No Answer	0		TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	149	60.3%	84	23.2%	16	100.0%	0		249	39.8%
6-10	77	31.2%	107	29.6%	0	0.0%	0		184	29.4%
11-15	9	3.6%	38	10.5%	0	0.0%	0		47	7.5%
16-20	12	4.9%	60	16.6%	0	0.0%	0		72	11.5%
21-30	0	0.0%	39	10.8%	0	0.0%	0		39	6.2%
31-45	0	0.0%	34	9.4%	0	0.0%	0		34	5.4%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	247	100.0%	362	100.0%	16	100.0%	0		625	100.0%
No Answer	0		0		0		0		0	
Mean	5.9		14.9		2.8				11.0	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	57	9.5%	9.5%
2-4 minutes	207	34.3%	43.8%
5-7	233	38.6%	82.4%
8-10	85	14.1%	96.5%
11-15	21	3.5%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	603	100.0%	100.0%
No Answer	20		
Mean	4.9		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Orient Heights**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	730	25.6%	PR	792	88.5%	27.8%
Park 'n' ride	781	27.4%	120	99	11.1%	3.5%
Drop off	437	15.3%	MWRA	4	0.4%	0.1%
Bicycle	0	0.0%				
Taxicab	0	0.0%				
Other	8	0.2%				
Total private trans.	1,955	68.6%				
Bus	895	31.4%				
Commuter rail	0	0.0%				
Other	0	0.0%				
TOTAL	2,850	100.0%	Other			
No Answer	4		TOTAL	895	100.0%	31.4%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	441	63.4%	297	38.4%	260	59.9%	0	0.0%	998	52.2%
6-10	173	24.9%	344	44.4%	143	32.9%	8	100.0%	668	34.9%
11-15	46	6.6%	60	7.8%	23	5.3%	0	0.0%	129	6.7%
16-20	15	2.2%	26	3.4%	4	0.9%	0	0.0%	45	2.4%
21-30	4	0.6%	23	3.0%	4	0.9%	0	0.0%	31	1.6%
31-45	17	2.4%	11	1.4%	0	0.0%	0	0.0%	28	1.5%
Over 45	0	0.0%	13	1.7%	0	0.0%	0	0.0%	13	0.7%
TOTAL	696	100.0%	774	100.0%	434	100.0%	8	100.0%	1,912	100.0%
No Answer	34		7		3		0		49	
Mean	7.3		9.8		6.6		6.0		8.2	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	458	16.4%	16.4%
2-4 minutes	1,113	39.9%	56.2%
5-7	879	31.5%	87.7%
8-10	261	9.4%	97.1%
11-15	72	2.6%	99.7%
16-20	8	0.3%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	2,791	100.0%	100.0%
No Answer	62		
Mean	4.2		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Wood Island**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	<i>Bus Transfers From Route:</i>	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	567	50.4%	450	40	21.4%	3.6%
Park 'n' ride	305	27.1%	120	33	17.6%	2.9%
Drop off	67	5.9%	426	28	15.0%	2.5%
Bicycle	0	0.0%	400	23	12.3%	2.0%
Taxicab	0	0.0%	442	17	9.1%	1.5%
Other	0	0.0%	121	11	5.9%	1.0%
Total private trans.	939	83.5%	455	11	5.9%	1.0%
Bus	186	16.5%	433	6	3.2%	0.5%
Commuter rail	0	0.0%	436	6	3.2%	0.5%
Other	0	0.0%	437	6	3.2%	0.5%
TOTAL	1,125	100.0%	Other	6	3.2%	0.5%
No Answer	6		TOTAL	187	100.0%	16.6%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	200	35.3%	104	34.1%	28	41.8%	0		332	35.4%
6-10	267	47.1%	28	9.2%	33	49.3%	0		328	34.9%
11-15	67	11.8%	6	2.0%	6	9.0%	0		79	8.4%
16-20	27	4.8%	45	14.8%	0	0.0%	0		72	7.7%
21-30	6	1.1%	66	21.6%	0	0.0%	0		72	7.7%
31-45	0	0.0%	39	12.8%	0	0.0%	0		39	4.2%
Over 45	0	0.0%	17	5.6%	0	0.0%	0		17	1.8%
TOTAL	567	100.0%	305	100.0%	67	100.0%	0		939	100.0%
No Answer	0		0		0		0		0	
Mean	8.7		19.7		7.4				12.2	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	178	16.2%	16.2%
2-4 minutes	396	36.1%	52.2%
5-7	294	26.8%	79.0%
8-10	181	16.5%	95.5%
11-15	49	4.5%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	1,098	100.0%	100.0%
No Answer	32		
Mean	4.8		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Airport**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	456	20.3%	MPA	1,297	94.9%	57.9%
Park 'n' ride	217	9.6%	APSS	69	5.1%	3.1%
Drop off	150	6.6%				
Bicycle	0	0.0%				
Taxicab	10	0.4%				
Other	43	1.9%				
Total private trans.	876	39.1%				
Bus	1,365	60.9%				
Commuter rail	0	0.0%				
Other	0	0.0%				
TOTAL	2,241	100.0%	Other			
No Answer	0		TOTAL	1,366	100.0%	61.0%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	167	37.4%	71	32.9%	64	43.0%	43	100.0%	345	40.4%
6-10	190	42.6%	65	30.1%	25	16.8%	0	0.0%	280	32.8%
11-15	64	14.3%	35	16.2%	0	0.0%	0	0.0%	99	11.6%
16-20	25	5.6%	10	4.6%	25	16.8%	0	0.0%	60	7.0%
21-30	0	0.0%	20	9.3%	15	10.1%	0	0.0%	35	4.1%
31-45	0	0.0%	0	0.0%	10	6.7%	0	0.0%	10	1.2%
Over 45	0	0.0%	15	6.9%	10	6.7%	0	0.0%	25	2.9%
TOTAL	446	100.0%	216	100.0%	149	100.0%	43	100.0%	854	100.0%
No Answer	10		0		0		10		20	
Mean	8.0		18.7		16.3		5.0		12.0	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	284	13.7%	13.7%
2-4 minutes	594	28.7%	42.4%
5-7	753	36.4%	78.8%
8-10	264	12.8%	91.6%
11-15	173	8.4%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	2,068	100.0%	100.0%
No Answer	173		
Mean	5.2		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Maverick**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	2,876	51.3%	116	458	29.6%	8.2%
Park 'n' ride	767	13.7%	120	316	20.5%	5.6%
Drop off	410	7.3%	117	310	20.1%	5.5%
Bicycle	0	0.0%	112	257	16.6%	4.6%
Taxicab	0	0.0%	121	172	11.1%	3.1%
Other	0	0.0%	111	32	2.1%	0.6%
Total private trans.	4,053	72.4%				
Bus	1,544	27.6%				
Commuter rail	0	0.0%				
Other	0	0.0%				
TOTAL	5,597	100.0%	Other			
No Answer	35		TOTAL	1,545	100.0%	27.6%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,188	41.8%	283	37.4%	233	60.4%	0		1,704	42.8%
6-10	1,166	41.0%	234	30.9%	90	23.3%	0		1,490	37.4%
11-15	334	11.8%	126	16.6%	29	7.5%	0		489	12.3%
16-20	113	4.0%	46	6.1%	13	3.4%	0		172	4.3%
21-30	25	0.9%	32	4.2%	21	5.4%	0		78	2.0%
31-45	15	0.5%	36	4.8%	0	0.0%	0		51	1.3%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	2,841	100.0%	757	100.0%	386	100.0%	0		3,984	100.0%
No Answer	34		10		24		0		104	
Mean	8.2		11.0		7.4				8.7	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	639	11.7%	11.7%
2-4 minutes	1,699	31.2%	42.9%
5-7	1,829	33.6%	76.5%
8-10	979	18.0%	94.5%
11-15	217	4.0%	98.5%
16-20	64	1.2%	99.7%
Over 20	15	0.3%	100.0%
TOTAL	5,442	100.0%	100.0%
No Answer	190		
Mean	5.3		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Aquarium**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	947	89.6%				
Park 'n' ride	0	0.0%				
Drop off	23	2.1%				
Bicycle	0	0.0%				
Taxicab	0	0.0%				
Other	0	0.0%				
Total private trans.	971	92.0%				
Bus	0	0.0%				
Commuter rail	0	0.0%				
Other	85	8.0%				
TOTAL	1,056	100.0%	Other			
No Answer	14		TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	747	78.8%	0		14	60.9%	0		761	78.4%
6-10	162	17.1%	0		0	0.0%	0		162	16.7%
11-15	39	4.1%	0		0	0.0%	0		39	4.0%
16-20	0	0.0%	0		9	39.1%	0		9	0.9%
21-30	0	0.0%	0		0	0.0%	0		0	0.0%
31-45	0	0.0%	0		0	0.0%	0		0	0.0%
Over 45	0	0.0%	0		0	0.0%	0		0	0.0%
TOTAL	948	100.0%	0		23	100.0%	0		971	100.0%
No Answer	0		0		0		0		14	
Mean	4.9				11.0				5.0	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	183	18.1%	18.1%
2-4 minutes	236	23.3%	41.4%
5-7	388	38.3%	79.6%
8-10	125	12.4%	92.1%
11-15	56	5.5%	97.6%
16-20	24	2.4%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	1,012	100.0%	100.0%
No Answer	58		
Mean	5.1		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Bowdoin**

Blue Line

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	<i>Bus Transfers From Route:</i>	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	678	98.2%	7	12	100.0%	1.7%
Park 'n' ride	0	0.0%				
Drop off	0	0.0%				
Bicycle	0	0.0%				
Taxicab	0	0.0%				
Other	0	0.0%				
Total private trans.	678	98.3%				
Bus	12	1.7%	Other TOTAL	12	100.0%	1.7%
Commuter rail	0	0.0%				
Other	0	0.0%				
TOTAL	690	100.0%				
No Answer	0					

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	500	76.5%	0		0		0		500	76.5%
6-10	129	19.7%	0		0		0		129	19.7%
11-15	21	3.2%	0		0		0		21	3.2%
16-20	0	0.0%	0		0		0		0	0.0%
21-30	4	0.6%	0		0		0		4	0.6%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	654	100.0%	0		0		0		654	100.0%
No Answer	23		0		0		0		23	
Mean	5.0								5.0	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	80	12.1%	12.1%
2-4 minutes	239	36.3%	48.4%
5-7	141	21.4%	69.8%
8-10	158	24.0%	93.8%
11-15	41	6.2%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	659	100.0%	100.0%
No Answer	32		
Mean	5.4		

4. Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Each station report comprises three separate tables. These are discussed individually below. The figures on these tables reflect the characteristics of people *boarding* at the station listed at the top of each page.

OVERVIEW OF RESULTS

Trip Purposes

The primary trip purpose for each station on the Blue Line was home-based work. The four downtown stations and Airport exhibit percentages in the range of 40% to 50% while the seven other stations were in the range of 65% to 85%. This differential reflects the fact that the latter group of stations serves areas that are primarily residential and are bedroom communities for downtown employees.

The second most common trip purpose varied somewhat. For the four downtown stations, work-based trips (that is, trips between work and some place other than home) accounted for 20% to 27% of trips, except at Government Center, where only 12% of Blue Line passengers made such trips. Home-based personal business came in second at Government Center (14%), as well as at Maverick (9%), Wood Island (6%), Orient Heights (6%), Revere Beach (10.5%) and Wonderland (6%). At Suffolk Downs and Beachmont, home-based social activity were the second most common purposes, garnering 20% and 4% respectively. At Airport, work-based and home-based other (the category used for most air-bound passengers) accounted for 15% and 14.5% of trips respectively.

The percentage of people making home-based shopping trips was relatively small (under 5%), except at State (21%) due to its proximity to Downtown Crossing. Home-based school was also under 5%, except at Maverick (5.6%) and Revere Beach (6.4%). This phenomenon may be due to a low response rate from students and the fact that surveys were distributed on the Blue Line during the third week of May, after classes have ended at many local colleges.

In general, the pattern of trip purposes exhibited in the survey results reflects the distribution strategy. During the period of 6 A.M. to 3:30 P.M., most trips are from home to work, with a number of social and shopping trips during the lunch period. Social trips in the evening and shopping and personal business trips

performed "on the way home" from work could not be accounted for, given the distribution strategy.

Reasons for Using Rapid Transit

Question 20 on the survey form asked the respondent to mark the "main reasons for riding the MBTA." The number one reason for every Blue Line station was "convenience" except at Government Center, where convenience ran a close second to "cost of parking downtown." The percent of riders marking "convenience" ranged from 59% at Maverick to 77% at Aquarium, with many stations hovering around 63%.

Cost of parking downtown usually was the second most common reason cited by passengers, garnering 52% to 63% for the four outer stations and 35% to 46% for most of the others. Speed/Travel time came in third at most stations, cited by 35% to 40% of riders.

Environmentally responsible was typically in the middle range of choices, generally scoring between 17% and 30%. There does not seem to be any correlation between this choice and "only transportation available," although one might have expected a negative relationship. Instead, it seems as though a quarter of passengers feel that helping the environment is a reason for riding the MBTA whether they have a choice about it or not.

Comfort/Relaxation generally scored lowest at each of the stations, with only 10% of passengers marking this option. However, a number of passengers wrote "allows me to read" or "can do work" in the "Other" space, answers which could be interpreted as part of comfort/relaxation.

Another common answer written in the "Other" space was "inexpensive," expressing that the Blue Line allowed them to avoid several transportation-related costs (car ownership, insurance, fuel) beyond the cost of parking downtown included in the list of choices on the survey form. Such responses were more common in lower-income areas where "Only transportation available" was also a frequent response (40% at Maverick and 30% to 33% at Wood Island, Orient Heights and Revere Beach).

Some other common "write-in" answers included: avoid traffic, lack of parking at work, avoid stress and danger of driving, and get exercise walking to station. Some people enjoy riding the MBTA because they prefer to come in contact with lots of people, rather than being isolated in a car.

Alternate Means of Transportation

This table portrays the options available to current Blue Line riders, or at least the options of which the riders are aware. Not surprisingly, the most common

alternate means for every station was "Drive alone," except for Wood Island station where "Other MBTA service" took first place. Apparently the North Shore express buses which stop at Wood Island (routes 441/442 and 450/455) provide a more attractive option than driving through the Sumner and Callahan tunnels. The percent of passengers citing "drive alone" ranged from 32% to 64%, with most stations hovering around 38%.

"Other MBTA service" came in second at all of the non-downtown stations except for Wood Island and Airport, typically capturing 25% to 35%. At Airport, "taxicab" took second place with 28.5%. The only other alternate means to score higher than 10% were "would not make trip" (at Orient Heights, Bowdoin, Government Center and State), "taxicab" (at State and Aquarium) and "walking" (at Bowdoin).

DESCRIPTION OF TABLES

Trip Purposes

This table summarizes the combinations of activities at the origin and destination ends of trips using information from survey questions 2a (Where did you start this trip?) and 8a (Where will your entire one-way trip end?). The activities at each end of the trip are also summarized in chapters 2 and 12. The purposes listed in the table are Home-based Work, Home-based School, Home-based Shopping, Home-based Social Activity, Home-based Personal Business, Home based-Other, Work-based (trips between work and some place other than home) and Non Home or Work-based. For each trip purpose, the table shows the number of passengers, the percentage of this number relative to the total for the station that answered the questions, and the cumulative percentage. No distinction is made between trip directions; for example, a trip from home to work and a trip from work to home are both counted as home-based work trips.

Reasons for Using Rapid Transit

This table summarizes the results of survey question 20, which listed six possible reasons for using rapid transit, plus Other, with a space for write-ins. Passengers were asked to check off as many reasons as applied. The table shows the number and percent selecting each choice. (The percentages are based on the expanded total number of passengers in the survey group, regardless of whether or not they answered this question.) These are listed in the same order that they appeared on the survey, rather than in order of number of responses. Because of multiple responses, the totals add up to more than 100%.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Revere Beach**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	751	67.9%	68.0%
Home-based School	71	6.4%	74.4%
Home-based Shopping	7	0.6%	75.0%
Home-based Social Activity	34	3.0%	78.1%
Home-based Personal Business	117	10.5%	88.7%
Home-based Other	11	0.9%	89.7%
Work-based	114	10.3%	100.0%
Non Home or Work-based	0	0.0%	100.0%
TOTAL	1,105	100.0%	100.0%
No Answer	7		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	702	63.2%
Speed/Travel time	444	39.9%
Comfort/relaxation	182	16.3%
Cost of parking downtown	574	51.6%
Environmentally responsible	229	20.6%
Only transportation available	349	31.4%
Other	55	4.9%
TOTAL RIDERS	1,111	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	471	42.4%
Bicycle	42	3.8%
Private bus	7	0.6%
Walking	44	3.9%
Other MBTA service unspec.	341	30.6%
MBTA Bus	11	1.0%
MBTA Commuter rail	11	1.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	51	4.6%
Would not make trip	54	4.8%
Taxicab	6	0.6%
Get a ride	14	1.2%
Move	3	0.3%
Change job/quit job	7	0.6%
Don't know	14	1.2%
Other	28	2.5%
TOTAL RIDERS	1,111	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Beachmont**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,118	82.4%	82.4%
Home-based School	47	3.4%	85.9%
Home-based Shopping	35	2.5%	88.5%
Home-based Social Activity	55	4.0%	92.6%
Home-based Personal Business	45	3.3%	95.9%
Home-based Other	10	0.7%	96.6%
Work-based	40	2.9%	99.6%
Non Home or Work-based	6	0.4%	100.0%
TOTAL	1,356	100.0%	100.0%
No Answer	34		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	880	63.3%
Speed/Travel time	574	41.2%
Comfort/relaxation	186	13.4%
Cost of parking downtown	757	54.4%
Environmentally responsible	240	17.2%
Only transportation available	403	29.0%
Other	81	5.8%
TOTAL RIDERS	1,390	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	529	38.1%
Bicycle	10	0.7%
Private bus	18	1.3%
Walking	49	3.5%
Other MBTA service unspec.	466	33.5%
MBTA Bus	19	1.4%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	101	7.2%
Would not make trip	116	8.3%
Taxicab	16	1.1%
Get a ride	8	0.6%
Move	9	0.7%
Change job/quit job	15	1.1%
Don't know	14	1.0%
Other	12	0.9%
TOTAL RIDERS	1,390	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Suffolk Downs**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	400	65.3%	65.4%
Home-based School	20	3.2%	68.6%
Home-based Shopping	12	1.9%	70.6%
Home-based Social Activity	125	20.4%	91.0%
Home-based Personal Business	42	6.8%	97.9%
Home-based Other	0	0.0%	97.9%
Work-based	9	1.4%	99.3%
Non Home or Work-based	4	0.6%	100.0%
TOTAL	612	100.0%	100.0%
No Answer	11		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	393	63.0%
Speed/Travel time	232	37.3%
Comfort/relaxation	62	9.9%
Cost of parking downtown	330	52.9%
Environmentally responsible	144	23.2%
Only transportation available	97	15.5%
Other	37	6.0%
TOTAL RIDERS	624	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	312	50.0%
Bicycle	0	0.0%
Private bus	0	0.0%
Walking	53	8.5%
Other MBTA service unspec.	180	28.9%
MBTA Bus	0	0.0%
MBTA Commuter rail	8	1.3%
MBTA Ferry	0	0.0%
Carpool/vanpool	17	2.7%
Would not make trip	43	6.9%
Taxicab	0	0.0%
Get a ride	0	0.0%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	4	0.6%
Other	4	0.6%
TOTAL RIDERS	624	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Orient Heights**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,245	79.1%	79.2%
Home-based School	99	3.4%	82.7%
Home-based Shopping	86	3.0%	85.7%
Home-based Social Activity	105	3.7%	89.4%
Home-based Personal Business	173	6.1%	95.5%
Home-based Other	35	1.2%	96.8%
Work-based	92	3.2%	100.0%
Non Home or Work-based	0	0.0%	100.0%
TOTAL	2,835	100.0%	100.0%
No Answer	18		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	1,828	64.0%
Speed/Travel time	985	34.5%
Comfort/relaxation	335	11.7%
Cost of parking downtown	1,308	45.8%
Environmentally responsible	694	24.3%
Only transportation available	930	32.6%
Other	222	7.7%
TOTAL RIDERS	2,853	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,207	42.3%
Bicycle	15	0.5%
Private bus	75	2.6%
Walking	73	2.5%
Other MBTA service unspec.	557	19.5%
MBTA Bus	31	1.1%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	315	11.0%
Would not make trip	412	14.4%
Taxicab	18	0.6%
Get a ride	3	0.1%
Move	19	0.6%
Change job/quit job	11	0.3%
Don't know	33	1.1%
Other	77	2.7%
TOTAL RIDERS	2,853	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Wood Island**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	953	84.7%	84.7%
Home-based School	48	4.2%	89.0%
Home-based Shopping	10	0.8%	89.9%
Home-based Social Activity	17	1.5%	91.4%
Home-based Personal Business	70	6.2%	97.6%
Home-based Other	0	0.0%	97.6%
Work-based	16	1.4%	99.0%
Non Home or Work-based	11	0.9%	100.0%
TOTAL	1,125	100.0%	100.0%
No Answer	5		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	709	62.7%
Speed/Travel time	411	36.4%
Comfort/relaxation	104	9.2%
Cost of parking downtown	525	46.4%
Environmentally responsible	193	17.1%
Only transportation available	348	30.8%
Other	101	8.9%
TOTAL RIDERS	1,130	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	368	32.5%
Bicycle	0	0.0%
Private bus	21	1.8%
Walking	70	6.2%
Other MBTA service unspec.	450	39.8%
MBTA Bus	22	2.0%
MBTA Commuter rail	5	0.5%
MBTA Ferry	0	0.0%
Carpool/vanpool	88	7.8%
Would not make trip	59	5.2%
Taxicab	21	1.9%
Get a ride	10	0.9%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	5	0.5%
Other	5	0.5%
TOTAL RIDERS	1,130	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Airport**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	976	43.5%	43.5%
Home-based School	51	2.2%	45.8%
Home-based Shopping	81	3.6%	49.4%
Home-based Social Activity	153	6.8%	56.2%
Home-based Personal Business	112	4.9%	61.2%
Home-based Other	326	14.5%	75.7%
Work-based	339	15.1%	90.9%
Non Home or Work-based	205	9.1%	100.0%
TOTAL	2,243	100.0%	100.0%
No Answer	0		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	1,630	72.7%
Speed/Travel time	854	38.1%
Comfort/relaxation	281	12.5%
Cost of parking downtown	674	30.0%
Environmentally responsible	687	30.6%
Only transportation available	642	28.6%
Other	320	14.2%
TOTAL RIDERS	2,241	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	855	38.1%
Bicycle	10	0.4%
Private bus	73	3.2%
Walking	18	0.8%
Other MBTA service unspec.	331	14.7%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	68	3.0%
Would not make trip	174	7.7%
Taxicab	640	28.5%
Get a ride	0	0.0%
Move	15	0.6%
Change job/quit job	10	0.4%
Don't know	0	0.0%
Other	43	1.9%
TOTAL RIDERS	2,241	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Maverick**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	3,686	66.4%	66.5%
Home-based School	314	5.6%	72.2%
Home-based Shopping	207	3.7%	75.9%
Home-based Social Activity	204	3.6%	79.6%
Home-based Personal Business	512	9.2%	88.8%
Home-based Other	90	1.6%	90.4%
Work-based	454	8.1%	98.6%
Non Home or Work-based	76	1.3%	100.0%
TOTAL	5,543	100.0%	100.0%
No Answer	89		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	3,300	58.6%
Speed/Travel time	2,108	37.4%
Comfort/relaxation	597	10.6%
Cost of parking downtown	1,999	35.4%
Environmentally responsible	1,351	24.0%
Only transportation available	2,255	40.0%
Other	430	7.6%
TOTAL RIDERS	5,632	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,914	33.9%
Bicycle	132	2.3%
Private bus	113	2.0%
Walking	254	4.5%
Other MBTA service unspec.	1,540	27.3%
MBTA Bus	75	1.3%
MBTA Commuter rail	14	0.2%
MBTA Ferry	35	0.6%
Carpool/vanpool	280	4.9%
Would not make trip	800	14.2%
Taxicab	137	2.4%
Get a ride	54	0.9%
Move	39	0.7%
Change job/quit job	14	0.2%
Don't know	57	1.0%
Other	167	2.9%
TOTAL RIDERS	5,632	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.

CTPS
1/12/96



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Aquarium**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	460	42.9%	43.0%
Home-based School	10	0.9%	43.9%
Home-based Shopping	47	4.3%	48.3%
Home-based Social Activity	68	6.3%	54.7%
Home-based Personal Business	63	5.8%	60.6%
Home-based Other	125	11.6%	72.2%
Work-based	224	20.9%	93.2%
Non Home or Work-based	73	6.8%	100.0%
TOTAL	1,070	100.0%	100.0%
No Answer	0		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	820	76.6%
Speed/Travel time	391	36.5%
Comfort/relaxation	191	17.8%
Cost of parking downtown	402	37.6%
Environmentally responsible	402	37.6%
Only transportation available	252	23.5%
Other	144	13.4%
TOTAL RIDERS	1,069	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	413	38.6%
Bicycle	66	6.2%
Private bus	0	0.0%
Walking	87	8.1%
Other MBTA service unspec.	215	20.1%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	63	5.9%
Would not make trip	103	9.6%
Taxicab	119	11.1%
Get a ride	0	0.0%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	0	0.0%
TOTAL RIDERS	1,069	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.

CTPS
1/12/96



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **State**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	467	41.2%	41.3%
Home-based School	0	0.0%	41.3%
Home-based Shopping	239	21.1%	62.4%
Home-based Social Activity	0	0.0%	62.4%
Home-based Personal Business	57	5.0%	67.5%
Home-based Other	27	2.3%	69.8%
Work-based	311	27.4%	97.3%
Non Home or Work-based	30	2.6%	100.0%
TOTAL	1,131	100.0%	100.0%
No Answer	15		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	847	73.9%
Speed/Travel time	446	38.8%
Comfort/relaxation	171	14.9%
Cost of parking downtown	563	49.1%
Environmentally responsible	283	24.6%
Only transportation available	215	18.7%
Other	57	5.0%
TOTAL RIDERS	1,147	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	445	38.8%
Bicycle	26	2.3%
Private bus	26	2.3%
Walking	58	5.1%
Other MBTA service unspec.	88	7.7%
MBTA Bus	0	0.0%
MBTA Commuter rail	53	4.7%
MBTA Ferry	0	0.0%
Carpool/vanpool	14	1.3%
Would not make trip	159	13.9%
Taxicab	168	14.6%
Get a ride	26	2.3%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	26	2.3%
Other	49	4.2%
TOTAL RIDERS	1,147	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.

CTPS
1/12/96



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Government Center**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	130	49.6%	49.6%
Home-based School	0	0.0%	49.6%
Home-based Shopping	19	7.2%	56.9%
Home-based Social Activity	30	11.4%	68.3%
Home-based Personal Business	36	13.7%	82.1%
Home-based Other	0	0.0%	82.1%
Work-based	32	12.2%	94.3%
Non Home or Work-based	15	5.7%	100.0%
TOTAL	262	100.0%	100.0%
No Answer	18		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	198	70.5%
Speed/Travel time	183	65.1%
Comfort/relaxation	0	0.0%
Cost of parking downtown	215	76.4%
Environmentally responsible	51	18.1%
Only transportation available	66	23.5%
Other	0	0.0%
TOTAL RIDERS	281	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	181	64.4%
Bicycle	0	0.0%
Private bus	0	0.0%
Walking	0	0.0%
Other MBTA service unspec.	18	6.7%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	15	5.3%
Would not make trip	32	11.4%
Taxicab	15	5.3%
Get a ride	18	6.7%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	0	0.0%
TOTAL RIDERS	281	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Bowdoin**

Blue Line

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	304	44.3%	44.4%
Home-based School	20	2.9%	47.3%
Home-based Shopping	23	3.3%	50.7%
Home-based Social Activity	12	1.7%	52.4%
Home-based Personal Business	78	11.3%	63.8%
Home-based Other	12	1.7%	65.5%
Work-based	182	26.5%	92.1%
Non Home or Work-based	54	7.8%	100.0%
TOTAL	685	100.0%	100.0%
No Answer	4		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	499	72.3%
Speed/Travel time	294	42.6%
Comfort/relaxation	124	18.0%
Cost of parking downtown	294	42.6%
Environmentally responsible	164	23.8%
Only transportation available	221	32.0%
Other	20	3.0%
TOTAL RIDERS	690	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	263	38.1%
Bicycle	12	1.7%
Private bus	20	2.9%
Walking	108	15.7%
Other MBTA service unspec.	106	15.4%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	4	0.6%
Carpool/vanpool	23	3.4%
Would not make trip	86	12.5%
Taxicab	40	5.8%
Get a ride	0	0.0%
Move	11	1.6%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	12	1.7%
TOTAL RIDERS	690	

*Note: Percent of riders may total to more than 100 percent due to multiple responses.

5. Exits from the Rapid Transit System

These tables show, for passengers boarding at each Blue Line station, the number exiting at all the other stations in the system. The results are organized geographically by line with stations in order from north to south. Both the number of passengers and the percent of total boarding passengers are shown for each exiting station. These tables, then, show how people boarding at Blue Line stations are distributed through the entire system.

It is important to note that the "Number of Riders" column shows the number of passengers exiting the system at that station, not the number of passengers alighting from the train. Therefore the "Number of Riders" figures for State and Government Center are smaller than the number of people alighting from trains there, because many people transfer to the Orange and Green lines. Those transfers are shown in the third column "Transfers from." The figures in this column should be read as the number transferring from the line under which the figure is listed at the station beside which the figure is listed. It can generally be assumed that people transferring from the Blue Line at State are transferring to the Orange Line (similarly to the Green Line at Government Center). However, the total number of Orange Line exits will not necessarily equal the number of State transfers, because some of those people transfer again to reach the Red Line (likewise for the Green Line). These double transfers are shown under their respective lines.

It is also important to remember that the origin-destination information contained in these tables reflect travel only between 6 A.M. and 3:30 P.M. Therefore, these tables portray, for most people, the first half of a round trip. They can also be interpreted as source stations for passengers exiting at these Blue Line stations after 3:30 P.M., assuming that most passengers reverse their trip in the evening.

OVERVIEW OF RESULTS

Since there are so many stations in the system, it is difficult to summarize the way Blue Line passengers are distributed. From the three innermost stations, the majority of the passengers end up across the harbor on the Blue Line (as one would expect—since the downtown stations for all four lines are close enough to each other that most people with Orange Line destinations would walk to an Orange Line station to avoid a transfer, even if a Blue Line or Red Line station were a little closer), but even from Bowdoin station, nearly 20% transfer to the

Orange Line and 12% to the Green Line. From Aquarium, the majority of the traffic is inbound, with 46% of passenger transferring to other lines and another 10% destined for the three inner stations.⁵

For all of the stations in East Boston and Revere, the most common exit station is State. The other three downtown stations, Aquarium, Government Center and Bowdoin all follow State in varying order. No station on another line captures more than 5% of the exits; Arlington, Copley and Harvard typically lead among these other stations with up to 4.8% of the exits. The Green Line captures a plurality of the transfers for the each of the East Boston and Revere Blue Line boarding stations, due to the popularity of the stations in the Back Bay (Arlington and Copley) and also to the fact that the Green Line, with its four branches, has by far the largest number of potential exit stations.

⁵The tables for Government Center and State in this chapter include only passengers boarding the Blue Line from outside the system. See the Green Line report (bound separately) for the distribution of passengers boarding the Green Line at Government Center, and the Orange Line report for Orange Line passengers at State.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Wonderland**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	3	0.1%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	76	1.9%	
Central	16	0.4%	
Kendall	37	0.9%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	5	0.1%	
South Station	72	1.8%	
Broadway	10	0.2%	
Andrew	7	0.2%	
JFK/UMass	25	0.6%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	3	0.1%	
Wollaston	0	0.0%	
Quincy Center	6	0.1%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	259	6.4%	

Green Line

Lechmere	20	0.5%	
Science Park	0	0.0%	
North Station	32	0.8%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	35	0.9%	182
Boylston	61	1.5%	
Arlington	165	4.1%	
Copley	115	2.8%	
Hynes Conv. Ctr.	39	1.0%	
Kenmore	25	0.6%	
B Blandford-Babcock	23	0.6%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	26	0.6%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	63	1.5%	
D Brook. Vill.-Brook. Hills	9	0.2%	
D Beaconsfield-Ches. Hill	3	0.1%	
D Newton Centre-Eliot	13	0.3%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	21	0.5%	
E Northeastern-Museum	29	0.7%	
E Long. Med.-Brig Cir.	25	0.6%	
E Fenwood Rd.-Heath	3	0.1%	
TOTAL	705	17.3%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	10	0.2%	
Community College	0	0.0%	
North Station	29	0.7%	
Haymarket	5	0.1%	
State	0	0.0%	
Downtown Crossing	38	0.9%	74
Chinatown	31	0.8%	
New Eng. Med. Cent.	53	1.3%	
Back Bay	60	1.5%	
Mass. Ave.	6	0.1%	
Ruggles	21	0.5%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	9	0.2%	
TOTAL	261	6.4%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	3	0.1%	
Beachmont	0	0.0%	
Suffolk Downs	25	0.6%	
Orient Heights	6	0.1%	
Wood Island	0	0.0%	
Airport	61	1.5%	
Maverick	28	0.7%	
Aquarium	418	10.3%	
State	1,639	40.3%	348
Government Center	362	8.9%	873
Bowdoin	306	7.5%	
TOTAL	2,846	69.9%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	4,071	100.0%
Unknown Exits	7	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Revere Beach**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	37	3.3%	
Central	0	0.0%	
Kendall	29	2.6%	
Charles	4	0.4%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	4	0.4%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	18	1.6%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	92	8.2%	

Green Line

Lechmere	28	2.5%	
Science Park	0	0.0%	
North Station	11	1.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	4	0.4%	84
Boylston	21	1.9%	
Arlington	36	3.2%	
Copley	33	3.0%	
Hynes Conv. Ctr.	4	0.4%	
Kenmore	4	0.4%	
B Blandford-Babcock	11	1.0%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	11	1.0%	
C St. Mary's-Winchester	4	0.4%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	14	1.3%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	14	1.3%	
E Long. Med. -Brig Cir.	4	0.4%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	197	17.7%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	7	0.6%	
Sullivan Square	18	1.6%	
Community College	0	0.0%	
North Station	37	3.3%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	26	2.3%	7
Chinatown	36	3.2%	
New Eng. Med. Cent.	7	0.6%	
Back Bay	11	1.0%	
Mass. Ave.	4	0.4%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	7	0.6%	
Forest Hills	7	0.6%	
TOTAL	160	14.4%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	30	2.7%	
Suffolk Downs	7	0.6%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	32	2.9%	
Maverick	7	0.6%	
Aquarium	95	8.5%	
State	264	23.8%	171
Government Center	87	7.8%	276
Bowdoin	140	12.6%	
TOTAL	663	59.6%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	1,111	100.0%
Unknown Exits	0	

CTPS
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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Beachmont**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	4	0.3%	
Harvard	4	0.3%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	26	1.9%	
Broadway	21	1.5%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	10	0.7%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	4	0.3%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	4	0.3%	
TOTAL	74	5.3%	

Green Line

Lechmere	4	0.3%	
Science Park	0	0.0%	
North Station	4	0.3%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	9	0.6%	57
Boylston	27	1.9%	
Arlington	34	2.4%	
Copley	31	2.2%	
Hynes Conv. Ctr.	6	0.4%	
Kenmore	17	1.2%	
B Blandford-Babcock	10	0.7%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	0	0.0%	
C Brandon-Cleveland Cir.	4	0.3%	
D Fenway-Longwood	13	0.9%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	4	0.3%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	13	0.9%	
E Long. Med. -Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	4	0.3%	
TOTAL	182	13.1%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	6	0.4%	
Malden Center	4	0.3%	
Wellington	10	0.7%	
Sullivan Square	17	1.2%	
Community College	0	0.0%	
North Station	19	1.4%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	9	0.6%	17
Chinatown	4	0.3%	
New Eng. Med. Cent.	19	1.4%	
Back Bay	33	2.4%	
Mass. Ave.	0	0.0%	
Ruggles	9	0.6%	
Roxbury Crossing	4	0.3%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	133	9.6%	

Blue Line

Wonderland	36	2.6%	
Revere Beach	22	1.6%	
Beachmont	0	0.0%	
Suffolk Downs	6	0.4%	
Orient Heights	4	0.3%	
Wood Island	0	0.0%	
Airport	35	2.5%	
Maverick	4	0.3%	
Aquarium	119	8.6%	
State	508	36.5%	154
Government Center	160	11.5%	238
Bowdoin	104	7.5%	
TOTAL	997	71.7%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	4	0.3%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	4	0.3%

Total All Exits	1,390	100.0%
Unknown Exits	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Suffolk Downs**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	9	1.4%	
Porter	0	0.0%	
Harvard	28	4.5%	
Central	0	0.0%	
Kendall	4	0.6%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	4	0.6%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	45	7.3%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	20
Boylston	4	0.6%	
Arlington	46	7.4%	
Copley	9	1.4%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	12	1.9%	
B Blandford-Babcock	4	0.6%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	12	1.9%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	9	1.4%	
D Beaconsfield-Ches. Hill	9	1.4%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	12	1.9%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	12	1.9%	
E Long. Med.-Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	128	20.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	12	1.9%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	13	2.1%	25
Chinatown	13	2.1%	
New Eng. Med. Cent.	13	2.1%	
Back Bay	13	2.1%	
Mass. Ave.	0	0.0%	
Ruggles	26	4.2%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	12	1.9%	
TOTAL	102	16.3%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	30	4.8%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	64	10.3%	
State	164	26.3%	126
Government Center	35	5.6%	147
Bowdoin	57	9.1%	
TOTAL	349	56.0%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	624	100.0%
Unknown Exits	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Orient Heights**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	8	0.3%	
Harvard	26	0.9%	
Central	19	0.7%	
Kendall	53	1.9%	
Charles	16	0.6%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	43	1.5%	
Broadway	0	0.0%	
Andrew	8	0.3%	
JFK/UMass	8	0.3%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	29	1.0%	
North Quincy	4	0.1%	
Wollaston	0	0.0%	
Quincy Center	8	0.3%	
Quincy Adams	4	0.1%	
Braintree	0	0.0%	
TOTAL	223	7.8%	

Green Line

Lechmere	11	0.4%	
Science Park	4	0.1%	
North Station	8	0.3%	
Haymarket	16	0.6%	
Government Center	0	0.0%	
Park Street	31	1.1%	178
Boylston	41	1.4%	
Arlington	79	2.8%	
Copley	132	4.6%	
Hynes Conv. Ctr.	23	0.8%	
Kenmore	15	0.5%	
B Blandford-Babcock	15	0.5%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	29	1.0%	
C Brandon-Cleveland Cir.	11	0.4%	
D Fenway-Longwood	30	1.1%	
D Brook. Vill.-Brook. Hills	11	0.4%	
D Beaconsfield-Ches. Hill	13	0.5%	
D Newton Centre-Eliot	4	0.1%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	24	0.8%	
E Long. Med.-Brig Cir.	19	0.7%	
E Fenwood Rd.-Heath	4	0.1%	
TOTAL	517	18.1%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	24	0.8%	
Wellington	0	0.0%	
Sullivan Square	8	0.3%	
Community College	8	0.3%	
North Station	34	1.2%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	38	1.3%	45
Chinatown	4	0.1%	
New Eng. Med. Cent.	38	1.3%	
Back Bay	50	1.8%	
Mass. Ave.	4	0.1%	
Ruggles	11	0.4%	
Roxbury Crossing	8	0.3%	
Jackson Square	20	0.7%	
Stony Brook	0	0.0%	
Green	4	0.1%	
Forest Hills	4	0.1%	
TOTAL	251	8.8%	

Blue Line

Wonderland	30	1.1%	
Revere Beach	28	1.0%	
Beachmont	42	1.5%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	54	1.9%	
Maverick	43	1.5%	
Aquarium	188	6.6%	
State	979	34.4%	292
Government Center	226	7.9%	702
Bowdoin	268	9.4%	
TOTAL	1,859	65.2%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	2,850	100.0%
Unknown Exits	3	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Wood Island**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	28	2.5%	
Central	0	0.0%	
Kendall	17	1.5%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	11	1.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	56	4.9%	

Green Line

Lechmere	6	0.5%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	11	1.0%	38
Boylston	17	1.5%	
Arlington	17	1.5%	
Copley	37	3.3%	
Hynes Conv. Ctr.	11	1.0%	
Kenmore	6	0.5%	
B Blandford-Babcock	6	0.5%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	0	0.0%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	17	1.5%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	6	0.5%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	6	0.5%	
E Northeastern-Museum	6	0.5%	
E Long. Med. -Brig Cir.	21	1.9%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	164	14.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	33	2.9%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	21	1.9%	
North Station	6	0.5%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	6	0.5%	17
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	22	1.9%	
Mass. Ave.	6	0.5%	
Ruggles	11	1.0%	
Roxbury Crossing	11	1.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	11	1.0%	
TOTAL	125	11.1%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	17	1.5%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	32	2.8%	
Maverick	0	0.0%	
Aquarium	173	15.3%	
State	306	27.1%	142
Government Center	128	11.3%	203
Bowdoin	129	11.4%	
TOTAL	785	69.4%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	1,131	100.0%
Unknown Exits	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Airport**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	30	1.4%	
Davis	36	1.6%	
Porter	18	0.8%	
Harvard	104	4.7%	
Central	48	2.2%	
Kendall	64	2.9%	
Charles	35	1.6%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	45	2.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	20	0.9%	
Shawmut	20	0.9%	
Ashmont	0	0.0%	
North Quincy	20	0.9%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	442	19.9%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	15	0.7%	
Haymarket	28	1.3%	
Government Center	0	0.0%	
Park Street	36	1.6%	386
Boylston	54	2.4%	
Arlington	81	3.6%	
Copley	76	3.4%	
Hynes Conv. Ctr.	15	0.7%	
Kenmore	25	1.1%	
B Blandford-Babcock	10	0.5%	
B Pack. Cor.-Warren St.	30	1.4%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	15	0.7%	
C Brandon-Cleveland Cir.	45	2.0%	
D Fenway-Longwood	36	1.6%	
D Brook. Vill.-Brook. Hills	20	0.9%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	48	2.2%	
E Prudential-Symphony	33	1.5%	
E Northeastern-Museum	18	0.8%	
E Long. Med. -Brig Cir.	25	1.1%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	613	27.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	10	0.5%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	28	1.3%	
North Station	10	0.5%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	10	0.5%	55
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	67	3.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	10	0.5%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	135	6.1%	

Blue Line

Wonderland	30	1.4%	
Revere Beach	0	0.0%	
Beachmont	30	1.4%	
- Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	36	1.6%	
Aquarium	232	10.4%	
State	378	17.0%	191
Government Center	91	4.1%	998
Bowdoin	234	10.5%	
TOTAL	1,031	46.4%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	2,221	100.0%
Unknown Exits	20	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Maverick**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	35	0.6%	
Davis	40	0.7%	
Porter	28	0.5%	
Harvard	168	3.0%	
Central	41	0.7%	
Kendall	126	2.3%	
Charles	15	0.3%	
Park Street	11	0.2%	
Downtown Crossing	0	0.0%	
South Station	46	0.8%	
Broadway	21	0.4%	
Andrew	49	0.9%	
JFK/UMass	49	0.9%	
Savin Hill	0	0.0%	
Fields Corner	13	0.2%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	11	0.2%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	654	11.7%	

Green Line

Lechmere	82	1.5%	
Science Park	0	0.0%	
North Station	29	0.5%	
Haymarket	24	0.4%	
Government Center	0	0.0%	
Park Street	58	1.0%	449
Boylston	114	2.0%	
Arlington	200	3.6%	
Copley	272	4.9%	
Hynes Conv. Ctr.	54	1.0%	
Kenmore	125	2.2%	
B Blandford-Babcock	36	0.6%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	25	0.4%	
C St. Mary's-Winchester	39	0.7%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	76	1.4%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	21	0.4%	
D Waban-Riverside	13	0.2%	
E Prudential-Symphony	29	0.5%	
E Northeastern-Museum	78	1.4%	
E Long. Med. -Brig Cir.	32	0.6%	
E Fenwood Rd.-Heath	11	0.2%	
TOTAL	1,320	23.7%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	13	0.2%	
Malden Center	41	0.7%	
Wellington	11	0.2%	
Sullivan Square	15	0.3%	
Community College	11	0.2%	
North Station	21	0.4%	
Haymarket	29	0.5%	
State	0	0.0%	
Downtown Crossing	115	2.1%	204
Chinatown	49	0.9%	
New Eng. Med. Cent.	56	1.0%	
Back Bay	74	1.3%	
Mass. Ave.	39	0.7%	
Ruggles	36	0.6%	
Roxbury Crossing	15	0.3%	
Jackson Square	15	0.3%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	40	0.7%	
TOTAL	579	10.4%	

Blue Line

Wonderland	41	0.7%	
Revere Beach	0	0.0%	
Beachmont	37	0.7%	
Suffolk Downs	38	0.7%	
Orient Heights	79	1.4%	
Wood Island	0	0.0%	
Airport	71	1.3%	
Maverick	0	0.0%	
Aquarium	291	5.2%	
State	1,349	24.2%	807
Government Center	593	10.6%	1,760
Bowdoin	517	9.3%	
TOTAL	3,018	54.2%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	5,571	100.0%
Unknown Exits	61	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Aquarium**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	72	6.8%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	35	3.3%	
Central	47	4.4%	
Kendall	9	0.8%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	10	0.9%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	173	16.3%	

Green Line

Lechmere	25	2.4%	
Science Park	25	2.4%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	25	2.4%	162
Boylston	19	1.8%	
Arlington	9	0.8%	
Copley	33	3.1%	
Hynes Conv. Ctr.	24	2.3%	
Kenmore	25	2.4%	
B Blandford-Babcock	29	2.7%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	0	0.0%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	10	0.9%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	24	2.3%	
D Waban-Riverside	10	0.9%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	9	0.8%	
E Long. Med.-Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	266	25.1%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	9	0.8%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	9
Chinatown	0	0.0%	
New Eng. Med. Cent.	10	0.9%	
Back Bay	19	1.8%	
Mass. Ave.	10	0.9%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	48	4.5%	

Blue Line

Wonderland	47	4.4%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	47	4.4%	
Wood Island	0	0.0%	
Airport	264	24.9%	
Maverick	105	9.9%	
Aquarium	0	0.0%	
State	19	1.8%	57
Government Center	50	4.7%	428
Bowdoin	42	4.0%	
TOTAL	573	54.1%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	1,060	100.0%
Unknown Exits	9	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **State**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	0	0.0%	

Green Line

Lechmere	0	0.0%
Science Park	0	0.0%
North Station	0	0.0%
Haymarket	0	0.0%
Government Center	0	0.0%
Park Street	0	0.0%
Boylston	0	0.0%
Arlington	0	0.0%
Copley	0	0.0%
Hynes Conv. Ctr.	0	0.0%
Kenmore	0	0.0%
B Blandford-Babcock	0	0.0%
B Pack. Cor.-Warren St.	0	0.0%
B Summit Ave.-BC	0	0.0%
C St. Mary's-Winchester	0	0.0%
C Brandon-Cleveland Cir.	0	0.0%
D Fenway-Longwood	0	0.0%
D Brook. Vill.-Brook. Hills	0	0.0%
D Beaconsfield-Ches. Hill	0	0.0%
D Newton Centre-Eliot	0	0.0%
D Waban-Riverside	0	0.0%
E Prudential-Symphony	27	2.4%
E Northeastern-Museum	0	0.0%
E Long. Med.-Brig Cir.	0	0.0%
E Fenwood Rd.-Heath	0	0.0%
TOTAL	27	2.4%

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	249	22.0%
Revere Beach	79	7.0%
Beachmont	0	0.0%
Suffolk Downs	59	5.2%
Orient Heights	204	18.0%
Wood Island	15	1.3%
Airport	228	20.1%
Maverick	209	18.5%
Aquarium	30	2.6%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	32	2.8%
TOTAL	1,105	97.6%

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Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	1,132	100.0%
Unknown Exits	14	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Government Center**
Expanded Results

Blue Line

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	0	0.0%	

Green Line

Lechmere	0	0.0%
Science Park	0	0.0%
North Station	0	0.0%
Haymarket	0	0.0%
Government Center	0	0.0%
Park Street	0	0.0%
Boylston	0	0.0%
Arlington	0	0.0%
Copley	0	0.0%
Hynes Conv. Ctr.	0	0.0%
Kenmore	0	0.0%
B Blandford-Babcock	0	0.0%
B Pack. Cor.-Warren St.	0	0.0%
B Summit Ave.-BC	0	0.0%
C St. Mary's-Winchester	0	0.0%
C Brandon-Cleveland Cir.	0	0.0%
D Fenway-Longwood	0	0.0%
D Brook. Vill.-Brook. Hills	0	0.0%
D Beaconsfield-Ches. Hill	0	0.0%
D Newton Centre-Eliot	0	0.0%
D Waban-Riverside	0	0.0%
E Prudential-Symphony	0	0.0%
E Northeastern-Museum	0	0.0%
E Long. Med.-Brig Cir.	0	0.0%
E Fenwood Rd.-Heath	0	0.0%
TOTAL	0	0.0%

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	100	35.5%
Revere Beach	19	6.7%
Beachmont	34	12.1%
Suffolk Downs	15	5.3%
Orient Heights	47	16.7%
Wood Island	0	0.0%
Airport	30	10.6%
Maverick	36	12.8%
Aquarium	0	0.0%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	0	0.0%
TOTAL	282	100.0%

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	282	100.0%
Unknown Exits	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Bowdoin**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	24	3.5%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	9	1.3%	
Braintree	0	0.0%	
TOTAL	32	4.7%	

Green Line

Lechmere	12	1.7%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	32	4.6%	
Boylston	0	0.0%	
Arlington	9	1.3%	
Copley	9	1.3%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford-Babcock	0	0.0%	
B Pack. Cor.-Warren St.	12	1.7%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	9	1.3%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	0	0.0%	
E Long. Med.-Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	82	11.9%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	18	2.6%	
Malden Center	17	2.5%	
Wellington	23	3.3%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	24	3.5%	32
Chinatown	0	0.0%	
New Eng. Med. Cent.	17	2.5%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	12	1.7%	
Green	12	1.7%	
Forest Hills	12	1.7%	
TOTAL	134	19.3%	

Blue Line

Wonderland	61	8.8%	
Revere Beach	23	3.3%	
Beachmont	43	6.2%	
Suffolk Downs	13	1.9%	
Orient Heights	90	13.0%	
Wood Island	12	1.7%	
Airport	84	12.2%	
Maverick	78	11.3%	
Aquarium	9	1.3%	
State	30	4.3%	165
Government Center	0	0.0%	81
Bowdoin	0	0.0%	
TOTAL	442	64.1%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	690	100.0%
Unknown Exits	0	

6. Usage Rates by Fare Type

These tables show how often Blue Line passengers use the system. They also contain information on how passengers pay their fares and how these different payment methods are related to how often they use the system.

OVERVIEW OF RESULTS

Number of Days Used per Week

For every station on the Blue Line except Airport, five days per week was the most common frequency of use. The outer six stations all had 54% to 70% of passengers riding five days per week, in line with the large amount of home-based work trips at those stations. Airport station serves a mix of air passengers and Logan Airport employees. Many in the latter group would use the station five days per week, but very few in the former would. In fact, most of the air passengers responded "less than one day" per week, making that the most common category for that station (34%). Maverick and the four downtown stations exhibit lower percentages for the five days per week category, in the range of 36% to 47%, for the most part because responses in the six and seven days per week categories were relatively high (23% to 35% combined).

These upper two categories were also important at most of the other stations, although to a lesser degree (7% to 20% combined generally, and 26% at Revere Beach). The passengers using the Blue Line virtually every day include people who work six or seven days a week and also people who rely on the MBTA for most or all of their transportation needs—for work, shopping and recreation.

At the other end of the spectrum, the downtown stations exhibit relatively high numbers of people using rapid transit one day per week or less (22% on average). This phenomenon can be partly explained by the large number of tourists in the downtown area, especially at State and Aquarium, and also by businesspeople who normally drive to work but might use the MBTA infrequently to reach a meeting or run an errand.

The other categories—two, three and four days per week—generally scored quite low, except for Suffolk Downs, where 12% of passengers used rapid transit three days per week. Most of these passengers were visiting the racetrack.

Mix of Fare Payment Methods

Although not listed as a separate table, the percentages of riders using each fare payment method are contained in the Usage Rates by Fare Type tables. For all of the non-downtown stations except Airport, the most common method of fare payment was the adult monthly pass, accounting for between 56% and 63% of all survey responses. For Airport and the downtown stations, tokens or cash were more common, accounting for nearly 60% of the passengers for all but Bowdoin (which was more similar to the outer stations). Generally, more than 85% of all passengers at all Blue Line stations pay with a token, cash or a monthly pass. The only other category with a significant number of responses at most stations was senior citizen/disabled.

It is important to note that these results are not a substitute for a fare-mix study since it is likely that the response rates differed across the fare types. Experience tells us that pass users are the most likely to respond to the survey, while children are the least likely to respond. (See Appendix A for more information on possible bias in the survey results.) However, it may be instructive to compare these numbers to fare-mix data which is collected by direct observation rather than by asking passengers.

Usage Rates by Fare Type

As would be expected, the reported frequency of rapid transit use varied by form of fare payment. Below is a summary of usage rates for each fare payment type.

Token/Adult cash fare

Since the monthly pass program has been in effect for two decades, time enough for the public to be reasonably aware of it, most token and cash users are people who ride fewer than five days per week and no more than two trips per day.⁶ Token/cash users at most stations averaged between 3 and 4.5 days of use per week, with Maverick, Wood Island and Beachmont at the upper end of this range. The mean number of rides per day ranged from 1.75 to 2.25. The combination of these two factors yielded an average number of rides per week of between 5 and 10.25, with Airport at the low end, due to the large number of infrequently traveling air passengers, and Beachmont at the high end.

Adult monthly pass

Among all the fare payment types, the usage rate was generally highest among monthly pass holders, with the mean number of days used per week above 4.8 for all stations, and up to 5.6 at Maverick. The mean trips per day was above 2 for almost all stations, with most ranging between 2.1 and 2.4. The derived usage

⁶Some very frequent users continue to use tokens, both because not everyone is aware of the pass program, and also because it is difficult for some people to pay for a month's transportation expenses in one lump sum.

per week was generally between 11 and 14 trips per week. At every station, the weekly usage for pass holders was higher than the weekly usage for token and cash riders.

10-ride ticket

This payment method is only used on the Riverside D branch of the Green Line.

Senior citizen/disabled

Senior citizens and people with disabilities pay cash fares of 20¢ to board the Blue Line. Across the 12 stations, there was a wide range of usage rates for this fare type. At Wonderland, these riders used the system 2.6 days per week on average and at Airport the figure was 2.5, but at Aquarium, senior citizen/disabled usage was 5.7 days per week. However, the nine other stations were clustered between 3.8 and 4.8. The daily usage rates also had a relatively wide range from 1.5 to 2.45. As a result, the weekly usage rates ranged from 6 (at Airport) to 12.15 (at Suffolk Downs). This latter station was the only one at which the senior citizen/disabled weekly usage rate was higher than that of adult monthly pass users.

Child/student

The only station with a significant number of riders in this fare category was Maverick. At this station, children and students, who pay 40¢ to board, used rapid transit 4.9 days per week on average for 2.6 trips per day to yield a weekly rate of 12.2 trips. This weekly figure is between the 9.4 trips for token users and 13.7 trips for pass users at Maverick station.

Visitor Passport and Other

There were no stations that had significant numbers of people using the Visitor Passport or other types of fare payment and thus no conclusions can be drawn about the usage rates for these fare types. Most other fares were blind persons, MBTA employees, or other authorized free riders. A promotion was being conducted during the survey period which allowed riders to use a coupon in the Boston Herald for their fare. A small number of people wrote this in as their payment method.

All payment types

The combination of all payment types is the weighted average of the results of the individual types. This aggregation tends to smooth out some of the variations described above.

The number of days used per week for all payment types ranged from 3.0 for Airport and Government Center to 5.1 for Maverick. Almost all of the other stations had mean rates between 4.4 and 4.9. The usage rate per day ranged from 1.88 for Government Center to 2.35 for Bowdoin. Suffolk Downs and State were at the lower end of this range, while Revere Beach, Maverick and Aquarium were near the upper end. Finally, the weekly usage rates ranged from 6.9 at Govern-

ment Center to 12.1 at Maverick. Most of the other stations had a mean rate of between 9 and 11.5.

DESCRIPTION OF TABLES

Number of Days Used per Week

The upper table categorizes the riders boarding at the station by the number of days per week that the respondent uses rapid transit, from one to seven, or less than one. Each table also shows the percent and cumulative percent of responses for each usage rate.

Usage Rates by Fare Type

The bottom table shows the usage rates for the passengers in each fare payment category. The top row in each fare type contains three numbers: the mean number of days per week that the riders in that fare category used rapid transit, (i.e. a summary of the information provided in the upper table), the number of one-way trips on the day of the survey, and the number of one-way trips during the week of the survey. The mean daily number is calculated directly from the survey responses (question 11 on the survey form), while the weekly number is derived by multiplying (for each response) the daily use by the number of days per week and then taking the average.⁷

The second row in each fare type contains five numbers. The first (leftmost) number is the number of riders using that fare payment method. The second figure is the percentage of riders using that method. The third, fourth and fifth figures are the standard deviations associated with the mean number of days, daily usage and weekly usage respectively. The standard deviation is a statistical measure of the variation of the responses in the sample; the smaller the standard deviation, the more precise the estimate of the mean value. If no standard deviation is shown in fare categories that have riders, there was no variation among the responses in that category.

⁷Note that the first column multiplied by the second column will approximately but not exactly equal the third column. It is not exact because the derived weekly figure is a weighted average calculated response-by-response. In other words, the multiplication of the number of days by the daily usage takes place before the application of the expansion factor.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Wonderland**

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	245	6.0%	6.0%
One Day	98	2.4%	8.5%
Two Days	150	3.6%	12.2%
Three Days	216	5.3%	17.5%
Four Days	290	7.1%	24.6%
Five Days	2,760	68.0%	92.7%
Six Days	208	5.1%	97.8%
Seven Days	90	2.2%	100.0%
TOTAL	4,057	100.0%	100.0%
No Answer	22		

Usage Rates by Fare Type

Number of Rides Taken

Fare Payment Type			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	1,362 riders 33.4%	Mean	3.5	2.13	7.92
		St. Dev.	1.4	0.74	4.72
Adult monthly pass	2,431 riders 59.6%	Mean	5.0	2.12	10.78
		St. Dev.	0.5	0.72	4.16
10-ride ticket	0 riders 0.0%	Mean			
		St. Dev.			
Senior citizen/disabled	243 riders 5.9%	Mean	2.6	2.04	6.14
		St. Dev.	1.6	0.77	5.62
Child/student	5 riders 0.1%	Mean	4.5	3.50	16.00
		St. Dev.	0.5	0.50	4.00
Visitor Passport	0 riders 0.0%	Mean			
		St. Dev.			
Other	14 riders 0.3%	Mean	4.8	2.60	12.20
		St. Dev.	0.4	0.80	2.71
All payment types	4,079 riders 100.0%	Mean	4.4	2.12	9.56
		St. Dev.	1.1	0.73	4.73



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: Revere Beach

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	28	2.5%	2.5%
One Day	18	1.6%	4.2%
Two Days	83	7.4%	11.6%
Three Days	29	2.6%	14.3%
Four Days	63	5.6%	19.9%
Five Days	597	53.8%	73.8%
Six Days	130	11.7%	85.6%
Seven Days	160	14.4%	100.0%
TOTAL	1,108	100.0%	100.0%
No Answer	3		

Usage Rates by Fare Type

Number of Rides Taken

Fare Payment Type			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	269 riders 24.2%	Mean	4.2	2.26	9.77
		St. Dev.	1.2	0.99	5.77
Adult monthly pass	657 riders 59.1%	Mean	5.4	2.33	12.73
		St. Dev.	1.1	0.97	6.46
10-ride ticket	0 riders 0.0%	Mean			
		St. Dev.			
Senior citizen/disabled	123 riders 11.1%	Mean	3.9	2.30	10.70
		St. Dev.	1.9	1.51	12.49
Child/student	30 riders 2.6%	Mean	5.0	3.00	15.00
		St. Dev.			
Visitor Passport	0 riders 0.0%	Mean			
		St. Dev.			
Other	31 riders 2.8%	Mean	2.7	2.00	5.83
		St. Dev.	1.6		3.61
All payment types	1,111 riders 100.0%	Mean	4.9	2.32	11.66
		St. Dev.	1.3	1.03	7.31



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Beachmont**

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	43	3.0%	3.1%
One Day	17	1.2%	4.3%
Two Days	11	0.7%	5.1%
Three Days	33	2.3%	7.5%
Four Days	59	4.2%	11.7%
Five Days	972	69.8%	81.6%
Six Days	142	10.2%	91.8%
Seven Days	114	8.1%	100.0%
TOTAL	1,391	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Number of Rides Taken

<u>Fare Payment Type</u>			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare		Mean	4.5	2.19	10.25
407 riders	29.3%	St. Dev.	1.3	0.81	5.85
Adult monthly pass		Mean	5.2	2.11	11.25
871 riders	62.6%	St. Dev.	0.6	0.80	5.84
10-ride ticket		Mean			
0 riders	0.0%	St. Dev.			
Senior citizen/disabled		Mean	4.3	2.27	10.80
77 riders	5.5%	St. Dev.	1.5	0.65	7.10
Child/student		Mean	6.5	3.50	22.50
8 riders	0.6%	St. Dev.	0.5	0.50	1.50
Visitor Passport		Mean	5.0	3.00	15.00
10 riders	0.7%	St. Dev.			
Other		Mean	4.9	3.58	20.91
14 riders	1.0%	St. Dev.	1.8	1.96	17.15
All payment types			Mean	4.9	2.17
1,390 riders	100.0%	St. Dev.	0.9	0.83	6.27



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Suffolk Downs**

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	46	7.3%	7.4%
One Day	0	0.0%	7.4%
Two Days	28	4.4%	11.9%
Three Days	74	11.8%	23.7%
Four Days	29	4.6%	28.4%
Five Days	355	56.8%	85.3%
Six Days	30	4.8%	90.1%
Seven Days	62	9.9%	100.0%
TOTAL	624	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

<u>Fare Payment Type</u>		<u>Number of Rides Taken</u>		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	3.0	1.76	5.95
174 riders 27.9%	St. Dev.	1.5	0.48	4.05
Adult monthly pass	Mean	5.1	1.99	10.12
387 riders 62.1%	St. Dev.	0.9	0.61	3.46
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.8	2.45	12.15
57 riders 9.2%	St. Dev.	1.6	1.24	9.42
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.0	2.00	10.00
4 riders 0.6%	St. Dev.			
All payment types	Mean	4.5	1.97	9.14
624 riders 100.0%	St. Dev.	1.2	0.68	4.95



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: Orient Heights

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	107	3.7%	3.7%
One Day	15	0.5%	4.3%
Two Days	69	2.4%	6.7%
Three Days	253	8.8%	15.6%
Four Days	113	3.9%	19.5%
Five Days	1,735	60.7%	80.3%
Six Days	341	11.9%	92.3%
Seven Days	221	7.7%	100.0%
TOTAL	2,854	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Number of Rides Taken

Fare Payment Type			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	921 riders 32.2%	Mean	4.2	2.16	9.61
		St. Dev.	1.2	0.87	6.09
Adult monthly pass	1,587 riders 55.6%	Mean	5.2	2.16	11.47
		St. Dev.	0.7	0.81	5.28
10-ride ticket	0 riders 0.0%	Mean			
		St. Dev.			
Senior citizen/disabled	269 riders 9.4%	Mean	4.0	1.94	8.04
		St. Dev.	1.5	0.49	4.15
Child/student	15 riders 0.5%	Mean	5.5	2.25	12.25
		St. Dev.	0.9	0.43	2.27
Visitor Passport	0 riders 0.0%	Mean			
		St. Dev.			
Other	53 riders 1.8%	Mean	4.3	1.70	7.47
		St. Dev.	1.1	0.79	4.22
All payment types	2,853 riders 100.0%	Mean	4.8	2.13	10.47
		St. Dev.	1.1	0.81	5.57



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: Wood Island

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	0	0.0%	0.0%
One Day	11	0.9%	1.0%
Two Days	33	2.9%	3.9%
Three Days	77	6.8%	10.7%
Four Days	28	2.4%	13.2%
Five Days	792	70.3%	83.6%
Six Days	82	7.2%	90.9%
Seven Days	103	9.1%	100.0%
TOTAL	1,126	100.0%	100.0%
No Answer	5		

Usage Rates by Fare Type

Number of Rides Taken

Fare Payment Type

		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	4.5	2.08	9.84
283 riders 25.1%	St. Dev.	1.4	0.58	4.98
Adult monthly pass	Mean	5.3	2.25	12.00
703 riders 62.2%	St. Dev.	0.6	0.79	5.06
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.0	2.32	9.52
115 riders 10.1%	St. Dev.	1.5	0.71	4.82
Child/student	Mean	5.0	5.00	25.00
5 riders 0.5%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.0	2.00	10.00
22 riders 1.9%	St. Dev.			
All payment types	Mean	4.9	2.22	11.23
1,130 riders 100.0%	St. Dev.	1.1	0.75	5.16



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: Airport

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	770	34.4%	34.5%
One Day	38	1.7%	36.2%
Two Days	120	5.3%	41.6%
Three Days	205	9.1%	50.8%
Four Days	188	8.4%	59.2%
Five Days	464	20.7%	80.0%
Six Days	299	13.3%	93.4%
Seven Days	148	6.6%	100.0%
TOTAL	2,232	100.0%	100.0%
No Answer	10		

Usage Rates by Fare Type

Number of Rides Taken

Fare Payment Type			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean		2.0	1.93	4.98
1,454 riders 64.9%	St. Dev.		1.7	1.03	5.53
Adult monthly pass	Mean		5.3	2.66	14.95
692 riders 30.9%	St. Dev.		1.0	1.26	9.28
10-ride ticket	Mean				
0 riders 0.0%	St. Dev.				
Senior citizen/disabled	Mean		2.5	2.00	6.00
30 riders 1.3%	St. Dev.		1.8		4.00
Child/student	Mean		6.0	2.00	12.00
10 riders 0.4%	St. Dev.				
Visitor Passport	Mean		0.0	3.71	3.71
35 riders 1.5%	St. Dev.			1.48	1.48
Other	Mean				
0 riders 0.0%	St. Dev.				
All payment types	Mean		3.0	2.18	8.08
2,241 riders 100.0%	St. Dev.		1.8	1.17	8.26



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Maverick**

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	117	2.0%	2.1%
One Day	79	1.4%	3.5%
Two Days	234	4.1%	7.7%
Three Days	338	6.0%	13.7%
Four Days	264	4.6%	18.4%
Five Days	2,651	47.1%	65.6%
Six Days	919	16.3%	81.9%
Seven Days	1,016	18.0%	100.0%
TOTAL	5,618	100.0%	100.0%
No Answer	14		

Usage Rates by Fare Type

Number of Rides Taken

<u>Fare Payment Type</u>		Number of Days Used per Week	<u>Day of Survey</u>		<u>Week of Survey (Derived)</u>
Token/Adult cash fare	Mean	4.3	2.14		9.43
1,622 riders 28.8%	St. Dev.	1.5	0.76		5.58
Adult monthly pass	Mean	5.6	2.40		13.74
3,218 riders 57.1%	St. Dev.	0.9	0.94		6.79
10-ride ticket	Mean				
0 riders 0.0%	St. Dev.				
Senior citizen/disabled	Mean	4.2	2.41		10.75
591 riders 10.5%	St. Dev.	1.8	1.08		7.64
Child/student	Mean	4.9	2.60		12.21
148 riders 2.6%	St. Dev.	1.6	0.95		5.91
Visitor Passport	Mean				
0 riders 0.0%	St. Dev.				
Other	Mean	6.0	1.00		6.00
30 riders 0.5%	St. Dev.				
All payment types	Mean	5.1	2.32		12.11
5,632 riders 100.0%	St. Dev.	1.3	0.92		6.81



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: Aquarium

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	106	9.9%	9.9%
One Day	128	11.9%	21.9%
Two Days	59	5.5%	27.4%
Three Days	61	5.7%	33.1%
Four Days	57	5.3%	38.4%
Five Days	396	37.0%	75.5%
Six Days	81	7.5%	83.1%
Seven Days	181	16.9%	100.0%
TOTAL	1,069	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Number of Rides Taken

<u>Fare Payment Type</u>			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare		Mean	3.0	2.21	7.58
610 riders	57.0%	St. Dev.	1.9	0.79	6.48
Adult monthly pass		Mean	5.5	2.52	14.04
395 riders	37.0%	St. Dev.	1.3	0.92	6.26
10-ride ticket		Mean			
0 riders	0.0%	St. Dev.			
Senior citizen/disabled		Mean	5.7	1.84	10.70
63 riders	5.9%	St. Dev.	1.0	0.36	3.05
Child/student		Mean			
0 riders	0.0%	St. Dev.			
Visitor Passport		Mean			
0 riders	0.0%	St. Dev.			
Other		Mean			
0 riders	0.0%	St. Dev.			
All payment types			Mean	4.1	2.30
1,069 riders	100.0%	St. Dev.	1.9	0.84	6.96



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **State**

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	145	12.6%	12.6%
One Day	108	9.4%	22.0%
Two Days	59	5.1%	27.2%
Three Days	76	6.6%	33.8%
Four Days	74	6.4%	40.2%
Five Days	421	36.6%	76.9%
Six Days	125	10.8%	87.8%
Seven Days	140	12.1%	100.0%
TOTAL	1,148	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type			Number of Rides Taken		
			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	613 riders 53.4%	Mean	3.0	1.77	6.33
		St. Dev.	2.0	0.71	5.54
Adult monthly pass	378 riders 32.9%	Mean	5.3	2.45	13.30
		St. Dev.	0.7	1.32	9.22
10-ride ticket	0 riders 0.0%	Mean			
		St. Dev.			
Senior citizen/disabled	155 riders 13.5%	Mean	4.8	1.74	7.84
		St. Dev.	2.0	0.61	3.80
Child/student	0 riders 0.0%	Mean			
		St. Dev.			
Visitor Passport	0 riders 0.0%	Mean			
		St. Dev.			
Other	0 riders 0.0%	Mean			
		St. Dev.			
All payment types	1,147 riders 100.0%	Mean	4.0	1.99	8.84
		St. Dev.	1.7	1.00	7.52



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Government Center**

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	85	30.2%	30.2%
One Day	0	0.0%	30.2%
Two Days	15	5.3%	35.6%
Three Days	34	12.0%	47.7%
Four Days	17	6.0%	53.7%
Five Days	130	46.2%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
TOTAL	281	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Number of Rides Taken

Fare Payment Type			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean		1.9	2.00	6.09
	166 riders	59.0%	St. Dev.	1.7	0.89
Adult monthly pass	Mean		4.8	1.77	8.48
	85 riders	30.2%	St. Dev.	0.4	0.41
10-ride ticket	Mean				
	0 riders	0.0%	St. Dev.		
Senior citizen/disabled	Mean		4.0	1.50	6.50
	30 riders	10.7%	St. Dev.	1.0	0.50
Child/student	Mean				
	0 riders	0.0%	St. Dev.		
Visitor Passport	Mean				
	0 riders	0.0%	St. Dev.		
Other	Mean				
	0 riders	0.0%	St. Dev.		
All payment types			Mean	3.0	1.88
281 riders 100.0%			St. Dev.	1.4	0.76
					6.86
					5.23



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Bowdoin**

Blue Line

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	53	7.6%	7.7%
One Day	0	0.0%	7.7%
Two Days	62	8.9%	16.7%
Three Days	44	6.3%	23.1%
Four Days	42	6.0%	29.2%
Five Days	292	42.3%	71.6%
Six Days	123	17.8%	89.4%
Seven Days	73	10.5%	100.0%
TOTAL	689	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Number of Rides Taken

Fare Payment Type			Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean		3.3	2.06	7.30
	221 riders	32.0%	St. Dev.	1.6	0.79
Adult monthly pass	Mean		5.5	2.62	14.79
	365 riders	52.9%	St. Dev.	0.9	1.30
10-ride ticket	Mean				
	0 riders	0.0%	St. Dev.		
Senior citizen/disabled	Mean		3.8	2.00	7.58
	103 riders	14.9%	St. Dev.	1.4	0.47
Child/student	Mean				
	0 riders	0.0%	St. Dev.		
Visitor Passport	Mean				
	0 riders	0.0%	St. Dev.		
Other	Mean				
	0 riders	0.0%	St. Dev.		
All payment types			Mean	4.5	2.35
690 riders 100.0%			St. Dev.	1.4	1.10
					7.74

7. Automobile Availability Data

Three questions on the survey form were related to the issue of the availability of an automobile (13, 14 and 19). These tables summarize the information collected from these questions.

OVERVIEW OF RESULTS

Licensed Drivers

The vast majority of passengers at all stations on the Blue Line were licensed drivers. The percentage was above 83% for all stations except Maverick (74%) and rose as high as 95% at Wonderland. The preponderance of drive access trips to Wonderland partly explains this very high figure. The relatively low number at Maverick is partly due to age—there were 177 riders under the age of 18 in the survey—but more due to gender and income. Respondents who were not licensed were, to a much greater extent than Maverick riders as a whole, female (74% vs. 61%) and low income (73% below \$30,000 vs. 44%). It may also be that the area around Maverick Square is so densely developed that many people never need to drive and thus never bother to get a license.

Riders with Automobile Available for Trip

There was more variation across stations as to whether the respondent had a car available for the trip. Wonderland topped the list again at 84%, but the numbers went as low as 37.5% at Airport. This latter figure is due to the predominance of air passengers at this station. Maverick was again at the low end of the scale at 47% for many of the same reasons discussed above. Most stations were in the range of 55% to 65%. These passengers ride the MBTA by choice since they presumably could use cars for their entire trip. The remaining 35% to 45% represent the transit-dependent segment of the market who have little choice but to use MBTA services.

Vehicles Owned per Household

At all stations, between 84% and 95% of households owned either zero, one or two vehicles. Only Wonderland, Bowdoin and Government Center had a significant number of responses from households with three vehicles. All stations except Wonderland had at least 14% of households owning zero vehicles, and many were in the range of 20% to 30%. At Wonderland, only 6.5%

owned zero vehicles. The station with the highest percentage of zero-vehicle households was, not surprisingly, Maverick (34.5%).

Vehicles Owned per Capita

The transformation of household-based numbers to per capita numbers tended to spread the responses over a greater number of categories. The "No vehicles" category was the same (in absolute numbers, but in some cases differed in percent if there were more "No answers"). Among the other categories, the most relevant break point is whether there is more or less than 1.0 vehicle per capita. By this criterion, there is quite a bit of variation across the stations. At Wonderland, only 51% of respondents owned less than one vehicle per capita; this is very much in line with the high percentage of people with an automobile available for their trip. At Maverick, however, 81% of respondents owned less than one vehicle per capita. The other stations are distributed quite evenly through this range with Suffolk Downs and State toward the lower end and Wood Island and Revere Beach toward the upper end.

DESCRIPTION OF TABLES

Licensed Drivers

This table shows the number and percent of riders with and without driver's licenses. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

Riders with Automobile Available for Trip

This table shows the number and percent of riders who claimed to have an automobile available for the trip. This question was not intended to get at the issue of whether they owned a vehicle, or even whether they could drive. It was merely intended to find out if they had the option of using an automobile for this trip, as driver or passenger. Some passengers that did not have licenses reported that they did have cars available, presumably meaning that others could have driven them. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

Vehicles Owned per Household

Question 19 on the survey form explicitly asked how many vehicles (including cars and light-duty trucks) were owned by the respondent's household. The question was phrased this way to allow comparison to data from the US Census, so that, for instance, it would be possible to say whether MBTA riders had more or fewer vehicles on average than the population in general. This table shows the number and percent of riders whose household owned no vehicles up through 5

or more vehicles. The cumulative percentage is also provided. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

Vehicles Owned per Capita

This table shows the results of dividing the number of vehicles each respondent claimed to own by the number of people in their household (question 17). These figures of vehicles per capita give a better indication of the availability of a car to the MBTA rider. The table shows the number and percent of riders whose per capita ownership rates fell into one of six categories and the cumulative percent. Respondents who did not answer either question 17 or question 19 are accounted for in the "No answer" row and are not included in the percentage calculations. The mean household size is printed at the bottom of the table for reference.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Wonderland**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	3,837	95.1%
Not Licensed	198	4.9%
TOTAL	4,035	100.0%
No Answer	43	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	3,408	84.0%
No Auto Available	647	16.0%
TOTAL	4,055	100.0%
No Answer	23	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	264	6.5%	6.5%
One Vehicle	1,472	36.4%	43.0%
Two Vehicles	1,660	41.1%	84.2%
Three Vehicles	485	12.0%	96.2%
Four Vehicles	129	3.1%	99.4%
Five or More Vehicles	23	0.5%	100.0%
TOTAL	4,033	100.0%	100.0%
No Answer	47		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	264	6.5%	6.6%
Less than 0.5 Vehicles	443	11.0%	17.6%
0.5 to 0.99 Vehicles	1,348	33.5%	51.2%
1.0 to 1.49 Vehicles	1,821	45.3%	96.6%
1.5 to 1.99 Vehicles	66	1.6%	98.2%
2.0 or More Vehicles	71	1.7%	100.0%
TOTAL	4,013	100.0%	100.0%
No Answer	66		

Mean Household Size 2.56



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Revere Beach**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	956	86.8%
Not Licensed	145	13.2%
TOTAL	1,101	100.0%
No Answer	10	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	621	56.4%
No Auto Available	480	43.6%
TOTAL	1,101	100.0%
No Answer	10	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	314	28.4%	28.4%
One Vehicle	384	34.7%	63.2%
Two Vehicles	297	26.9%	90.1%
Three Vehicles	91	8.2%	98.4%
Four Vehicles	18	1.6%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	1,104	100.0%	100.0%
No Answer	7		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	314	28.9%	29.0%
Less than 0.5 Vehicles	129	11.9%	40.9%
0.5 to 0.99 Vehicles	358	33.0%	74.0%
1.0 to 1.49 Vehicles	278	25.6%	99.6%
1.5 to 1.99 Vehicles	0	0.0%	99.6%
2.0 or More Vehicles	4	0.3%	100.0%
TOTAL	1,083	100.0%	100.0%
No Answer	29		

Mean Household Size	2.53
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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Beachmont**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,215	88.8%
Not Licensed	153	11.2%
TOTAL	1,368	100.0%
No Answer	21	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	874	63.2%
No Auto Available	508	36.8%
TOTAL	1,382	100.0%
No Answer	8	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	237	17.2%	17.2%
One Vehicle	614	44.6%	61.8%
Two Vehicles	386	28.0%	89.9%
Three Vehicles	109	7.9%	97.8%
Four Vehicles	21	1.5%	99.3%
Five or More Vehicles	9	0.6%	100.0%
TOTAL	1,376	100.0%	100.0%
No Answer	14		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	237	17.2%	17.3%
Less than 0.5 Vehicles	244	17.7%	35.1%
0.5 to 0.99 Vehicles	405	29.5%	64.6%
1.0 to 1.49 Vehicles	452	32.9%	97.5%
1.5 to 1.99 Vehicles	20	1.4%	99.0%
2.0 or More Vehicles	14	1.0%	100.0%
TOTAL	1,372	100.0%	100.0%
No Answer	18		

Mean Household Size 2.50



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Suffolk Downs**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	559	89.6%
Not Licensed	65	10.4%
TOTAL	624	100.0%
No Answer	0	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	482	77.2%
No Auto Available	142	22.8%
TOTAL	624	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	97	15.7%	15.8%
One Vehicle	205	33.3%	49.1%
Two Vehicles	270	43.9%	93.0%
Three Vehicles	35	5.6%	98.7%
Four Vehicles	4	0.6%	99.3%
Five or More Vehicles	4	0.6%	100.0%
TOTAL	615	100.0%	100.0%
No Answer	8		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	97	16.0%	16.1%
Less than 0.5 Vehicles	67	11.1%	27.2%
0.5 to 0.99 Vehicles	167	27.6%	54.9%
1.0 to 1.49 Vehicles	268	44.4%	99.3%
1.5 to 1.99 Vehicles	4	0.6%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	603	100.0%	100.0%
No Answer	20		
Mean Household Size	2.43		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Orient Heights**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,378	83.8%
Not Licensed	460	16.2%
TOTAL	2,838	100.0%
No Answer	16	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	1,639	57.7%
No Auto Available	1,200	42.3%
TOTAL	2,839	100.0%
No Answer	15	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	533	19.0%	19.1%
One Vehicle	1,199	42.9%	62.1%
Two Vehicles	846	30.3%	92.4%
Three Vehicles	155	5.5%	97.9%
Four Vehicles	50	1.7%	99.7%
Five or More Vehicles	8	0.2%	100.0%
TOTAL	2,791	100.0%	100.0%
No Answer	63		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	533	19.1%	19.2%
Less than 0.5 Vehicles	453	16.2%	35.4%
0.5 to 0.99 Vehicles	1,027	36.9%	72.3%
1.0 to 1.49 Vehicles	709	25.4%	97.8%
1.5 to 1.99 Vehicles	15	0.5%	98.3%
2.0 or More Vehicles	46	1.6%	100.0%
TOTAL	2,783	100.0%	100.0%
No Answer	70		

Mean Household Size 2.51



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: Wood Island

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	927	83.3%
Not Licensed	186	16.7%
TOTAL	1,113	100.0%
No Answer	17	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	640	56.9%
No Auto Available	485	43.1%
TOTAL	1,125	100.0%
No Answer	5	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	263	23.3%	23.4%
One Vehicle	477	42.4%	65.8%
Two Vehicles	297	26.4%	92.2%
Three Vehicles	77	6.8%	99.0%
Four Vehicles	11	0.9%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	1,125	100.0%	100.0%
No Answer	5		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	263	23.5%	23.5%
Less than 0.5 Vehicles	227	20.2%	43.8%
0.5 to 0.99 Vehicles	355	31.7%	75.5%
1.0 to 1.49 Vehicles	262	23.4%	98.9%
1.5 to 1.99 Vehicles	6	0.5%	99.5%
2.0 or More Vehicles	6	0.5%	100.0%
TOTAL	1,119	100.0%	100.0%
No Answer	11		

Mean Household Size 2.88



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: Airport

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,089	93.6%
Not Licensed	142	6.4%
TOTAL	2,231	100.0%
No Answer	10	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	840	37.5%
No Auto Available	1,401	62.5%
TOTAL	2,241	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	512	23.1%	23.1%
One Vehicle	666	30.1%	53.3%
Two Vehicles	706	31.9%	85.2%
Three Vehicles	194	8.7%	93.9%
Four Vehicles	119	5.3%	99.3%
Five or More Vehicles	15	0.6%	100.0%
TOTAL	2,212	100.0%	100.0%
No Answer	30		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	512	23.3%	23.3%
Less than 0.5 Vehicles	298	13.5%	36.9%
0.5 to 0.99 Vehicles	588	26.7%	63.6%
1.0 to 1.49 Vehicles	672	30.5%	94.2%
1.5 to 1.99 Vehicles	82	3.7%	98.0%
2.0 or More Vehicles	45	2.0%	100.0%
TOTAL	2,197	100.0%	100.0%
No Answer	45		

Mean Household Size 2.47



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Maverick**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	4,142	73.9%
Not Licensed	1,465	26.1%
TOTAL	5,607	100.0%
No Answer	25	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,662	47.4%
No Auto Available	2,956	52.6%
TOTAL	5,618	100.0%
No Answer	14	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,896	34.4%	34.5%
One Vehicle	2,307	41.9%	76.4%
Two Vehicles	1,014	18.4%	94.8%
Three Vehicles	233	4.2%	99.0%
Four Vehicles	32	0.5%	99.6%
Five or More Vehicles	21	0.3%	100.0%
TOTAL	5,503	100.0%	100.0%
No Answer	129		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,896	34.5%	34.5%
Less than 0.5 Vehicles	1,040	18.9%	53.4%
0.5 to 0.99 Vehicles	1,510	27.4%	80.9%
1.0 to 1.49 Vehicles	981	17.8%	98.8%
1.5 to 1.99 Vehicles	55	1.0%	99.8%
2.0 or More Vehicles	11	0.2%	100.0%
TOTAL	5,493	100.0%	100.0%
No Answer	139		
Mean Household Size	2.69		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: Aquarium

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	988	92.3%
Not Licensed	82	7.7%
TOTAL	1,070	100.0%
No Answer	0	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	544	50.8%
No Auto Available	526	49.2%
TOTAL	1,070	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	280	26.1%	26.2%
One Vehicle	307	28.7%	54.9%
Two Vehicles	382	35.7%	90.6%
Three Vehicles	91	8.5%	99.2%
Four Vehicles	9	0.8%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	1,069	100.0%	100.0%
No Answer	0		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	280	26.1%	26.2%
Less than 0.5 Vehicles	235	21.9%	48.2%
0.5 to 0.99 Vehicles	267	24.9%	73.2%
1.0 to 1.49 Vehicles	277	25.9%	99.1%
1.5 to 1.99 Vehicles	0	0.0%	99.1%
2.0 or More Vehicles	10	0.9%	100.0%
TOTAL	1,069	100.0%	100.0%
No Answer	0		

Mean Household Size 2.62



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **State**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,003	87.4%
Not Licensed	144	12.6%
TOTAL	1,147	100.0%
No Answer	0	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	742	66.3%
No Auto Available	378	33.8%
TOTAL	1,120	100.0%
No Answer	26	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	163	14.4%	14.4%
One Vehicle	474	41.9%	56.3%
Two Vehicles	437	38.6%	95.0%
Three Vehicles	42	3.7%	98.7%
Four Vehicles	0	0.0%	98.7%
Five or More Vehicles	15	1.3%	100.0%
TOTAL	1,131	100.0%	100.0%
No Answer	15		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	163	14.4%	14.4%
Less than 0.5 Vehicles	187	16.5%	30.9%
0.5 to 0.99 Vehicles	339	29.9%	60.9%
1.0 to 1.49 Vehicles	427	37.7%	98.7%
1.5 to 1.99 Vehicles	0	0.0%	98.7%
2.0 or More Vehicles	15	1.3%	100.0%
TOTAL	1,131	100.0%	100.0%
No Answer	15		

Mean Household Size 2.43



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Government Center**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	263	93.3%
Not Licensed	19	6.7%
TOTAL	282	100.0%
No Answer	0	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	229	81.2%
No Auto Available	53	18.8%
TOTAL	282	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	47	17.6%	17.7%
One Vehicle	66	24.8%	42.5%
Two Vehicles	123	46.2%	88.7%
Three Vehicles	30	11.2%	100.0%
Four Vehicles	0	0.0%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	266	100.0%	100.0%
No Answer	15		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	47	17.6%	17.7%
Less than 0.5 Vehicles	38	14.2%	32.0%
0.5 to 0.99 Vehicles	81	30.4%	62.4%
1.0 to 1.49 Vehicles	100	37.5%	100.0%
1.5 to 1.99 Vehicles	0	0.0%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	266	100.0%	100.0%
No Answer	15		

Mean Household Size 3.03



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Bowdoin**

Blue Line

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	560	82.6%
Not Licensed	118	17.4%
TOTAL	678	100.0%
No Answer	12	

Riders with Automobiles Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	390	57.5%
No Auto Available	288	42.5%
TOTAL	678	100.0%
No Answer	12	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	198	28.9%	28.9%
One Vehicle	219	31.9%	60.9%
Two Vehicles	168	24.5%	85.4%
Three Vehicles	80	11.6%	97.1%
Four Vehicles	20	2.9%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	685	100.0%	100.0%
No Answer	4		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	198	28.9%	28.9%
Less than 0.5 Vehicles	78	11.4%	40.4%
0.5 to 0.99 Vehicles	196	28.6%	69.0%
1.0 to 1.49 Vehicles	200	29.2%	98.2%
1.5 to 1.99 Vehicles	12	1.7%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	684	100.0%	100.0%
No Answer	4		

Mean Household Size 2.66

8. Socioeconomic Data

Each socioeconomic data table comprises four separate tables. These are discussed individually below. Together they give a demographic portrait of the people boarding at Blue Line stations.

OVERVIEW OF RESULTS

Age of Riders

Not surprisingly, the vast majority of Blue Line riders are between the ages of 25 and 64. At all stations, at least 75% of survey respondents fall into this age range. Among the three categories that make up this age range, the 45–64 category generally has the highest percentage. This is mainly due to the fact that it covers a twenty year span while the other two categories cover only ten year spans. Between the two ten-year categories, the 25–34 range generally scores higher.

Only a tiny percentage of riders fall into the 17 and under category. This situation is due partly to the fact that most people under eighteen would have been in school during the survey period and relatively few of them use rapid transit to get to and from school, and also partly to the unwillingness or inability of people of this age group to fill out the survey form. (See Appendix A for discussion of student participation in the survey.)

The 18–24 category accounts for between 7% and 12% of the riders, except at State where only 1.3% fall into this category. The station with the highest concentration of college-age riders is Airport, followed closely by Bowdoin, Government Center and Maverick.

Finally, the 65 and over category is generally comparable to the 18–24 category capturing between 3% and 14% of the ridership. People over 65 are most common at Bowdoin, State and Suffolk Downs and least common at Airport and Beachmont.

Gender of Riders

Women outnumber men at all of the East Boston and Revere stations, except Airport and Suffolk Downs. Their majority ranges from 53% at Revere Beach to 70% at Beachmont. Women are also the majority at Bowdoin, making up 63% of

the riders. At the other five stations, men make up between 52% at Government Center and 62% at State.

The fact that women are the majority at all of the residentially-oriented commuting stations (Airport and Suffolk Downs serve many trips other than commutes) is evidence for the anecdotal belief that in two wage-earner households, the husband more often than not gets the car while the wife takes transit. This effect becomes stronger as one goes lower on the income scale because a greater percentage of households have only one car.

Occupation of Riders

The most common occupation among riders at every station on the Blue Line was "Professional." This category accounted for between 46% of the riders (at Suffolk Downs and Wood Island) and 73% (at State). This "occupation" was so frequently chosen partly because it is often broadly defined, and even when narrowly defined covers a large number of specific occupations. Also, it may be that people who are in "professional" occupations are more likely to fill out the survey form than other people.

The second most common occupation at most of the stations was "Clerical" with between 11% (at Airport) and 32% (at Wood Island) of the responses. This category came in behind "Retired" at Suffolk Downs and scored very low at State and Aquarium.

"Retired" accounted for more than 10% of the riders at Suffolk Downs (20%) as well as Bowdoin (12%) and Aquarium (12%). The only other category over 10% was "Student" at Maverick (12%).

The least common occupations across the board were "Homemaker" and "Unemployed." One reason that these categories scored so low is that people classifying themselves as a homemaker or as unemployed may have had less cause to ride rapid transit during the hours of the survey.

Annual Household Income of Riders

The distribution of riders among the six income categories varied quite a bit across the twelve Blue Line stations. The stations with the highest average income were Aquarium, State, Airport and Wonderland. The lowest average incomes were found at Maverick and Wood Island. At many stations, a significant number of people refused to answer the income question.

The question on the survey form asked for household income, rather than personal income, in order to be consistent with the US Census. The mean household size is provided below the income table in order to allow the interested reader to get some sense of per capita income. It is also interesting to

note that the largest mean household sizes were at the stations with the lowest income, Maverick and Wood Island.

DESCRIPTION OF TABLES

Age of Riders

This table summarizes responses to survey question 12. The age categories are 17 and under, 18–24, 25–34, 35–44, 45–64, and 65 and older. For each of these, the table shows the number of passengers, the percentage of this number relative to the total within the group that answered the question, and the cumulative percentage from the lowest age group up through each individual age group.

Gender of Riders

This table summarizes responses to survey question 16. The table shows the number and percent of riders of each sex. Respondents who did not answer the question are accounted for in the “No answer” row and are not included in the percentage calculations.

Occupation of Riders

This table shows the number and percentage of passengers checking each occupational category in question 15. It also shows the cumulative percentages.

Annual Household Income of Riders

This table shows the number and percent of riders checking each annual household income range on the survey, plus the cumulative percent with incomes in or below each individual range. Respondents who did not answer the question are accounted for in the “No answer” row and are not included in the percentage calculations.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Wonderland**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	24	0.5%	0.6%
18 - 24	319	7.8%	8.4%
25 - 34	1,176	28.9%	37.4%
35 - 44	1,153	28.3%	65.8%
45 - 64	1,149	28.3%	94.1%
65 and Older	239	5.8%	100.0%
TOTAL	4,060	100.0%	100.0%
No Answer	19		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,551	38.4%
Female	2,482	61.5%
TOTAL	4,034	100.0%
No Answer	45	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	2,643	65.3%	65.3%
Tradesperson	97	2.3%	67.7%
Clerical	566	13.9%	81.7%
Sales/Retail	209	5.1%	86.9%
Homemaker	46	1.1%	88.0%
Student	120	2.9%	91.0%
Retired	216	5.3%	96.3%
Unemployed	67	1.6%	98.0%
Other	81	2.0%	100.0%
TOTAL	4,045	100.0%	100.0%
No Answer	33		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	247	6.6%	6.7%
\$20,000 - \$29,999	406	10.9%	17.6%
\$30,000 - \$39,999	577	15.5%	33.2%
\$40,000 - \$59,999	956	25.8%	59.0%
\$60,000 - \$79,999	680	18.3%	77.4%
Over \$80,000	838	22.6%	100.0%
TOTAL	3,704	100.0%	100.0%
No Answer	374		

Mean Household Size 2.56



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Revere Beach**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	109	9.8%	9.8%
25 - 34	376	33.9%	43.8%
35 - 44	244	22.0%	65.9%
45 - 64	265	23.9%	89.8%
65 and Older	113	10.2%	100.0%
TOTAL	1,107	100.0%	100.0%
No Answer	3		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	524	47.1%
Female	587	52.8%
TOTAL	1,111	100.0%
No Answer	0	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	547	49.2%	49.2%
Tradesperson	18	1.6%	50.9%
Clerical	179	16.1%	67.0%
Sales/Retail	99	8.9%	75.9%
Homemaker	28	2.5%	78.4%
Student	95	8.5%	86.9%
Retired	102	9.1%	96.1%
Unemployed	0	0.0%	96.1%
Other	43	3.8%	100.0%
TOTAL	1,111	100.0%	100.0%
No Answer	0		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	166	15.9%	16.0%
\$20,000 - \$29,999	177	17.0%	33.0%
\$30,000 - \$39,999	211	20.3%	53.4%
\$40,000 - \$59,999	247	23.7%	77.2%
\$60,000 - \$79,999	141	13.5%	90.8%
Over \$80,000	96	9.2%	100.0%
TOTAL	1,038	100.0%	100.0%
No Answer	73		

Mean Household Size 2.53



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Beachmont**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	4	0.2%	0.3%
18 - 24	124	8.9%	9.2%
25 - 34	424	30.5%	39.7%
35 - 44	351	25.2%	65.0%
45 - 64	435	31.2%	96.3%
65 and Older	52	3.7%	100.0%
TOTAL	1,390	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	411	30.0%
Female	958	69.9%
TOTAL	1,369	100.0%
No Answer	20	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	690	49.8%	49.8%
Tradesperson	49	3.5%	53.4%
Clerical	367	26.4%	79.9%
Sales/Retail	69	4.9%	84.8%
Homemaker	17	1.2%	86.1%
Student	64	4.6%	90.7%
Retired	43	3.1%	93.8%
Unemployed	26	1.8%	95.7%
Other	60	4.3%	100.0%
TOTAL	1,385	100.0%	100.0%
No Answer	4		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	137	10.8%	10.9%
\$20,000 - \$29,999	282	22.3%	33.3%
\$30,000 - \$39,999	267	21.1%	54.4%
\$40,000 - \$59,999	244	19.3%	73.8%
\$60,000 - \$79,999	190	15.0%	88.9%
Over \$80,000	140	11.1%	100.0%
TOTAL	1,260	100.0%	100.0%
No Answer	130		

Mean Household Size 2.50



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: Suffolk Downs

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	55	8.7%	8.8%
25 - 34	159	25.4%	34.2%
35 - 44	115	18.4%	52.6%
45 - 64	210	33.6%	86.2%
65 and Older	86	13.7%	100.0%
TOTAL	625	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	353	57.4%
Female	262	42.5%
TOTAL	615	100.0%
No Answer	8	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	287	45.9%	46.0%
Tradesperson	47	7.5%	53.5%
Clerical	89	14.2%	67.8%
Sales/Retail	33	5.2%	73.1%
Homemaker	0	0.0%	73.1%
Student	39	6.2%	79.3%
Retired	125	20.0%	99.4%
Unemployed	0	0.0%	99.4%
Other	4	0.6%	100.0%
TOTAL	624	100.0%	100.0%
No Answer	0		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	90	15.8%	15.9%
\$20,000 - \$29,999	72	12.6%	28.6%
\$30,000 - \$39,999	101	17.8%	46.4%
\$40,000 - \$59,999	92	16.2%	62.6%
\$60,000 - \$79,999	94	16.5%	79.2%
Over \$80,000	118	20.8%	100.0%
TOTAL	567	100.0%	100.0%
No Answer	57		

Mean Household Size	2.43
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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Orient Heights**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	35	1.2%	1.2%
18 - 24	293	10.3%	11.6%
25 - 34	784	27.7%	39.3%
35 - 44	643	22.7%	62.1%
45 - 64	807	28.5%	90.6%
65 and Older	266	9.4%	100.0%
TOTAL	2,828	100.0%	100.0%
No Answer	26		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	884	31.5%
Female	1,915	68.4%
TOTAL	2,800	100.0%
No Answer	53	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,382	48.6%	48.7%
Tradesperson	69	2.4%	51.1%
Clerical	744	26.1%	77.3%
Sales/Retail	156	5.4%	82.8%
Homemaker	35	1.2%	84.0%
Student	138	4.8%	88.9%
Retired	142	5.0%	93.9%
Unemployed	80	2.8%	96.7%
Other	94	3.3%	100.0%
TOTAL	2,840	100.0%	100.0%
No Answer	15		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	272	10.7%	10.8%
\$20,000 - \$29,999	419	16.6%	27.4%
\$30,000 - \$39,999	497	19.7%	47.2%
\$40,000 - \$59,999	555	22.0%	69.2%
\$60,000 - \$79,999	436	17.3%	86.5%
Over \$80,000	340	13.4%	100.0%
TOTAL	2,519	100.0%	100.0%
No Answer	334		

Mean Household Size 2.51



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Wood Island**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	11	0.9%	1.0%
18 - 24	82	7.3%	8.3%
25 - 34	331	29.6%	37.9%
35 - 44	325	29.0%	67.0%
45 - 64	281	25.1%	92.1%
65 and Older	88	7.8%	100.0%
TOTAL	1,118	100.0%	100.0%
No Answer	11		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	413	36.9%
Female	705	63.0%
TOTAL	1,119	100.0%
No Answer	11	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	513	45.8%	45.8%
Tradesperson	43	3.8%	49.7%
Clerical	358	31.9%	81.7%
Sales/Retail	22	1.9%	83.6%
Homemaker	37	3.3%	87.0%
Student	70	6.2%	93.2%
Retired	43	3.8%	97.1%
Unemployed	16	1.4%	98.5%
Other	17	1.5%	100.0%
TOTAL	1,119	100.0%	100.0%
No Answer	11		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	211	20.2%	20.3%
\$20,000 - \$29,999	210	20.1%	40.5%
\$30,000 - \$39,999	134	12.8%	53.4%
\$40,000 - \$59,999	233	22.4%	75.8%
\$60,000 - \$79,999	178	17.1%	92.9%
Over \$80,000	74	7.1%	100.0%
TOTAL	1,040	100.0%	100.0%
No Answer	89		

Mean Household Size 2.88



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Airport**
Expanded Results

Blue Line

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	10	0.4%	0.4%
18 - 24	282	12.5%	13.0%
25 - 34	722	32.2%	45.2%
35 - 44	420	18.7%	64.0%
45 - 64	744	33.1%	97.2%
65 and Older	63	2.8%	100.0%
TOTAL	2,241	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,200	54.0%
Female	1,020	45.9%
TOTAL	2,221	100.0%
No Answer	20	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,425	63.6%	63.6%
Tradesperson	40	1.7%	65.4%
Clerical	248	11.0%	76.5%
Sales/Retail	182	8.1%	84.6%
Homemaker	30	1.3%	85.9%
Student	193	8.6%	94.6%
Retired	15	0.6%	95.2%
Unemployed	18	0.8%	96.0%
Other	89	3.9%	100.0%
TOTAL	2,240	100.0%	100.0%
No Answer	0		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	347	16.4%	16.5%
\$20,000 - \$29,999	186	8.8%	25.3%
\$30,000 - \$39,999	310	14.7%	40.0%
\$40,000 - \$59,999	335	15.8%	55.9%
\$60,000 - \$79,999	292	13.8%	69.8%
Over \$80,000	637	30.2%	100.0%
TOTAL	2,107	100.0%	100.0%
No Answer	135		

Mean Household Size 2.47



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Maverick**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	177	3.1%	3.1%
18 - 24	623	11.0%	14.2%
25 - 34	1,440	25.6%	39.8%
35 - 44	1,312	23.3%	63.2%
45 - 64	1,581	28.1%	91.3%
65 and Older	489	8.6%	100.0%
TOTAL	5,622	100.0%	100.0%
No Answer	10		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	2,149	38.7%
Female	3,392	61.2%
TOTAL	5,542	100.0%
No Answer	90	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	2,187	39.3%	39.3%
Tradesperson	375	6.7%	46.1%
Clerical	1,362	24.4%	70.6%
Sales/Retail	192	3.4%	74.0%
Homemaker	105	1.8%	75.9%
Student	649	11.6%	87.6%
Retired	308	5.5%	93.1%
Unemployed	189	3.3%	96.5%
Other	195	3.5%	100.0%
TOTAL	5,562	100.0%	100.0%
No Answer	70		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	1,439	28.4%	28.4%
\$20,000 - \$29,999	795	15.6%	44.1%
\$30,000 - \$39,999	1,104	21.8%	65.9%
\$40,000 - \$59,999	923	18.2%	84.1%
\$60,000 - \$79,999	502	9.9%	94.1%
Over \$80,000	301	5.9%	100.0%
TOTAL	5,064	100.0%	100.0%
No Answer	568		

Mean Household Size 2.69



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Aquarium**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	87	8.1%	8.1%
25 - 34	251	23.4%	31.6%
35 - 44	323	30.2%	61.8%
45 - 64	345	32.2%	94.1%
65 and Older	63	5.8%	100.0%
TOTAL	1,069	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	624	58.9%
Female	435	41.0%
TOTAL	1,059	100.0%
No Answer	9	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	731	68.2%	68.3%
Tradesperson	57	5.3%	73.6%
Clerical	47	4.3%	78.0%
Sales/Retail	35	3.2%	81.2%
Homemaker	39	3.6%	84.9%
Student	10	0.9%	85.8%
Retired	127	11.8%	97.7%
Unemployed	25	2.3%	100.0%
Other	0	0.0%	100.0%
TOTAL	1,071	100.0%	100.0%
No Answer	0		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	74	7.1%	7.1%
\$20,000 - \$29,999	139	13.3%	20.5%
\$30,000 - \$39,999	96	9.2%	29.7%
\$40,000 - \$59,999	189	18.1%	47.8%
\$60,000 - \$79,999	129	12.3%	60.2%
Over \$80,000	414	39.7%	100.0%
TOTAL	1,041	100.0%	100.0%
No Answer	29		

Mean Household Size 2.62



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **State**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	15	1.3%	1.3%
25 - 34	250	21.7%	23.1%
35 - 44	352	30.6%	53.7%
45 - 64	364	31.7%	85.5%
65 and Older	167	14.5%	100.0%
TOTAL	1,148	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	709	61.8%
Female	438	38.1%
TOTAL	1,147	100.0%
No Answer	0	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	836	72.8%	72.8%
Tradesperson	89	7.7%	80.6%
Clerical	42	3.6%	84.2%
Sales/Retail	61	5.3%	89.5%
Homemaker	0	0.0%	89.5%
Student	0	0.0%	89.5%
Retired	88	7.6%	97.2%
Unemployed	0	0.0%	97.2%
Other	32	2.7%	100.0%
TOTAL	1,148	100.0%	100.0%
No Answer	0		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	44	4.4%	4.4%
\$20,000 - \$29,999	61	6.1%	10.6%
\$30,000 - \$39,999	60	6.0%	16.6%
\$40,000 - \$59,999	254	25.6%	42.2%
\$60,000 - \$79,999	202	20.3%	62.6%
Over \$80,000	371	37.3%	100.0%
TOTAL	992	100.0%	100.0%
No Answer	155		

Mean Household Size	2.43
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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Government Center**

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	34	12.0%	12.1%
25 - 34	81	28.7%	40.8%
35 - 44	53	18.7%	59.6%
45 - 64	99	35.1%	94.7%
65 and Older	15	5.3%	100.0%
TOTAL	282	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	145	51.6%
Female	136	48.3%
TOTAL	281	100.0%
No Answer	0	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	184	65.2%	65.2%
Tradesperson	19	6.7%	72.0%
Clerical	49	17.3%	89.4%
Sales/Retail	0	0.0%	89.4%
Homemaker	0	0.0%	89.4%
Student	15	5.3%	94.7%
Retired	15	5.3%	100.0%
Unemployed	0	0.0%	100.0%
Other	0	0.0%	100.0%
TOTAL	282	100.0%	100.0%
No Answer	0		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	45	16.9%	16.9%
\$20,000 - \$29,999	15	5.6%	22.6%
\$30,000 - \$39,999	19	7.1%	29.7%
\$40,000 - \$59,999	106	39.8%	69.5%
\$60,000 - \$79,999	34	12.7%	82.3%
Over \$80,000	47	17.6%	100.0%
TOTAL	266	100.0%	100.0%
No Answer	15		

Mean Household Size 3.03



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: Bowdoin

Blue Line

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	79	11.4%	11.4%
25 - 34	116	16.8%	28.3%
35 - 44	143	20.7%	49.0%
45 - 64	261	37.8%	86.8%
65 and Older	91	13.1%	100.0%
TOTAL	690	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	250	36.6%
Female	434	63.3%
TOTAL	685	100.0%
No Answer	4	

Occupations of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	325	47.3%	47.4%
Tradesperson	0	0.0%	47.4%
Clerical	141	20.5%	67.9%
Sales/Retail	30	4.3%	72.3%
Homemaker	24	3.4%	75.8%
Student	61	8.8%	84.7%
Retired	80	11.6%	96.4%
Unemployed	13	1.8%	98.3%
Other	12	1.7%	100.0%
TOTAL	686	100.0%	100.0%
No Answer	4		

Annual Household Incomes of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under \$20,000	105	16.4%	16.4%
\$20,000 - \$29,999	87	13.5%	30.0%
\$30,000 - \$39,999	131	20.4%	50.5%
\$40,000 - \$59,999	153	23.9%	74.4%
\$60,000 - \$79,999	78	12.1%	86.6%
Over \$80,000	86	13.4%	100.0%
TOTAL	640	100.0%	100.0%
No Answer	51		

Mean Household Size 2.66

9. Customer Service Data

Each customer service data report comprises four tables. Most of the report concerns the customer ratings of twelve service quality measures. The three other tables deal with the MBTA's handling of customer complaints.

It should be noted that the ratings recorded by the survey, of course, were those of people that had chosen to use rapid transit service. Certain service attributes might have been ranked lower by potential riders that perceived rapid transit as unacceptable and did not ride it. Among people using rapid transit, those with strong positive or negative opinions about some aspect of the service were more likely than others to have filled out surveys. This would bias results toward the higher and lower ends of the rating scales used. Additional information on passenger attitudes is provided by the written comments and suggestions, summarized in chapter 13.

In addition to rating the twelve service quality measures, passengers were asked which of the measures were most important to them. In the overview text below, the level of importance listed in each heading reflects the number of people who responded that that particular measure was one of the most important.

OVERVIEW OF RESULTS

Service Quality

Station Condition - Importance: low

The rapid transit survey was conducted at the start of the Blue Line Station Modernization project, a major, multi-year effort to upgrade all of the stations on the Blue Line. Wood Island station had already been demolished and was under construction. The four outer stations were scheduled for closure within weeks and were in generally poor condition.

Given these circumstances, it is understandable that this quality measure received low ratings. The only stations with mean ratings above 3.0 were Airport, Suffolk Downs and Bowdoin. By the summer of 1995, work on the four outer stations had been completed; the ratings today would no doubt be higher.

Station Cleanliness - Importance: moderate

Ratings for station cleanliness at most stations were about the same as those for station condition, with the same three stations plus Orient Heights being the only

ones above 3.0. These ratings for the outer stations would likely also be different if the survey were taken today.

Parking Availability - Importance: moderate

Passengers that did not drive to stations often skipped this question, and it was judged unimportant at stations where there was no parking at all, such as Bowdoin. At stations where this measure was felt to be important, it received relatively high ratings: Wonderland (4.1), Beachmont (3.5), Suffolk Downs (3.4), and Orient Heights (3.0).

Personal Safety - Importance: high

This measure was generally considered one of the three most important. The ratings at every station except Revere Beach were above average, from 3.1 at Maverick to 3.6 at Aquarium. Revere Beach scored slightly below average at 2.9. The high importance attached to this measure does not seem to be linked to a perceived lack of security, although there is room for improvement.

Vehicle Security - Importance: low

As with the parking availability question, many passengers skipped this question. It was judged moderately important only at those stations with a significant amount of parking. Among those stations, this measure received average or below average ratings: Wonderland (3.1), Beachmont (3.0), Suffolk Downs (3.0) and Orient Heights (2.6). At every station, the mean rating for vehicle security was lower than the rating for personal safety.

Cleanliness of Trains - Importance: very low

There was very little variation among the twelve stations on this measure, as one would expect, since trains are not station specific. The ratings ranged from 3.0 to 3.3. The only station at 3.3 was Airport, possibly due to travelers who might compare the MBTA favorably to other rapid transit systems they have seen.

Reliability - Importance: high

For every station, reliability was one of the three most important measures and in many cases received the largest number of check marks. The ratings of reliability hovered near 3.0, except for the downtown stations, which were slightly higher, and Airport at 3.5. In the Spring of 1994, the MBTA was in the final stages of installing a new signal system on the Blue Line, and there were a significant number of service delays. As a result, these reliability ratings may be lower overall than they would be today. The higher ratings at Airport and the downtown stations may be due to tourists and other infrequent users who had not experienced delays.

Explanation of Delays - Importance: low

This measure received generally low ratings, in the range of 2.4 to 2.8 for most stations. In fact, for several stations, this measure was the one that was rated the worst. In spite of the fact that explanation of delays was felt to be poor, it was

not considered to be particularly important. Perhaps when delays were explained it was always "signal problems," and passengers may have felt that such explanations were not very informative.

Announcement of Stops - Importance: very low

The announcement of stops on the Blue Line is generally thought to be adequate, receiving mean ratings between 2.9 and 3.5, with most stations hovering around 3.1. Very few people care strongly about this measure, as it received the fewest check marks for importance of any of the twelve measures.

Availability of Seating - Importance: low

The station-by-station ratings for this measure depended mainly on the station's distance from the terminal stations. At Wonderland (3.5) and Bowdoin (3.4), most people were satisfied with the availability of seating. Just as Blue Line trains fill up as they move away from these terminals, so do the ratings drop, hitting bottom at Maverick and Wood Island (both 2.5). Airport and Aquarium are the anomalies (both at 3.3), most likely due to the prevalence of tourists and people using the Blue Line during off-peak hours. In general, this measure was not felt to be very important, likely because most trips on the Blue Line are short in duration, and also because some people never expect to get a seat.

Frequency of Service - Importance: high

This measure was considered one of the three most important for all stations on the Blue Line. The ratings were generally good, ranging from 3.1 to 3.5, as would be expected, given that the peak period headways on the Blue Line (4 minutes) are the shortest of any line, except the Central Subway portion of the Green Line. Wonderland received the highest rating (3.5), probably because passengers can board trains during the layover period and thus spend less time waiting on the platform than passengers at other stations.

Travel Time/Speed - Importance: high

After reliability, frequency and personal safety, travel time/speed was considered to be the next most important. The ratings for this measure were quite high, although they decrease somewhat toward the outer end of the line. For all of the stations from Bowdoin to Orient Heights, this measure received the highest rating of the twelve, ranging from 3.4 to 3.8; the great majority of trips beginning at these stations last ten minutes or less. At the outer four stations, the travel time/speed ratings ranged from 3.2 to 3.4, probably because these trips are generally longer, lasting from 12 to 19 minutes.

Complaint Handling

The questions on complaint handling show that on average fewer than 25% of Blue Line passengers have ever complained to the MBTA in writing or by phone. Of those who have, only about one-third have seen their complaint handled within two weeks and only one-quarter have felt that their complaint was

handled satisfactorily. There is no way to know from this survey what the nature of the complaints were or why most of them were not handled promptly and satisfactorily.

DESCRIPTION OF TABLES

Service Quality

This table summarizes the results of survey question 22. In this question, passengers gave their opinions on each of twelve service attributes, on a scale of one to five. On this scale, one was very poor, three was average, and five was very good. Two and four were not labeled. For each attribute, the table shows the mean rating, the percent of passengers that assigned each rating value, the total number of passengers who marked a rating, and the number that did not respond. The non-responses are excluded from percentages. (Note that respondents were instructed to leave the question blank if the service measure was not applicable.)

The final column in the table gives an indication of the importance of the service quality measure. Respondents were asked to mark the three measures that were most important to them. The "Importance" column is a tally of the number of respondents who marked each measure, expanded to represent total ridership.

Complaint Handling

Question 23 on the survey asked if the respondent had ever complained to the MBTA. For those who had, there were two follow-up questions: whether the MBTA had responded within two weeks, and whether the complaint was handled satisfactorily. These questions were included on the survey to give the MBTA Marketing Department some feedback on their customer complaint service. The three tables show the number and percent of people answering yes and no to each of the questions, and the number of people who did not respond.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Wonderland**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	2.7	12.1%	22.1%	49.4%	13.7%	2.7%	3,968	111	85
Station cleanliness	2.9	7.5%	19.9%	48.4%	20.2%	4.0%	3,952	127	133
Parking availability	4.1	1.7%	5.4%	17.9%	32.5%	42.5%	3,652	427	631
Personal safety	3.5	3.1%	8.3%	34.9%	38.5%	15.2%	3,823	256	964
Vehicle security	3.1	8.8%	16.1%	42.2%	25.5%	7.3%	3,466	614	411
Cleanliness of trains	3.1	5.0%	16.7%	45.1%	27.5%	5.7%	3,862	217	203
Reliability	3.1	10.1%	19.7%	33.8%	26.2%	10.2%	3,949	130	1,465
Explanation of delays	2.8	17.1%	21.4%	34.1%	18.8%	8.6%	3,796	283	95
Announcement of stops	3.2	8.1%	15.3%	36.1%	26.6%	13.8%	3,950	129	35
Availability of seating	3.5	4.6%	11.3%	31.0%	31.0%	22.1%	3,933	146	294
Frequency of service	3.5	3.5%	10.6%	33.7%	36.1%	16.0%	3,931	148	1,035
Travel time/speed	3.4	4.8%	11.4%	37.2%	34.8%	11.9%	3,905	174	866

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	594	14.7%
No	3,437	85.3%
Total	4,031	100.0%
No Answer	48	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	218	40.4%
No	322	59.6%
Total	540	100.0%
No Answer	52	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	150	29.2%
No	363	70.8%
Total	513	100.0%
No Answer	80	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Revere Beach**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	2.1	35.3%	26.5%	31.5%	6.0%	0.7%	1,071	41	73
Station cleanliness	2.5	19.6%	29.1%	37.4%	12.2%	1.7%	1,064	47	61
Parking availability	2.2	45.0%	14.8%	24.4%	10.3%	5.5%	780	331	39
Personal safety	2.9	11.0%	24.0%	34.4%	23.2%	7.3%	1,023	88	278
Vehicle security	2.3	28.9%	25.9%	35.0%	7.5%	2.7%	564	547	14
Cleanliness of trains	3.0	8.4%	19.4%	45.3%	17.0%	9.8%	991	120	61
Reliability	3.0	13.1%	19.2%	33.9%	25.5%	8.2%	1,082	29	410
Explanation of delays	2.5	25.3%	23.5%	28.4%	16.8%	6.0%	1,068	44	90
Announcement of stops	3.0	13.7%	18.6%	36.7%	15.9%	15.0%	1,050	61	29
Availability of seating	3.3	7.3%	17.2%	35.2%	19.0%	21.4%	1,042	69	41
Frequency of service	3.3	6.6%	13.4%	37.1%	33.1%	9.8%	1,054	58	345
Travel time/speed	3.3	10.6%	8.5%	33.1%	36.8%	11.1%	1,071	40	238

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	263	23.8%
No	841	76.2%
Total	1,104	100.0%
No Answer	7	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	73	31.7%
No	157	68.3%
Total	230	100.0%
No Answer	32	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	87	41.0%
No	125	59.0%
Total	212	100.0%
No Answer	50	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Beachmont**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	2.5	17.5%	27.6%	44.1%	7.4%	3.4%	1,313	77	78
Station cleanliness	2.8	13.4%	19.1%	48.2%	14.5%	4.8%	1,314	77	54
Parking availability	3.5	5.8%	13.6%	27.4%	28.7%	24.4%	1,029	361	133
Personal safety	3.3	5.1%	15.7%	37.0%	28.0%	14.2%	1,248	142	337
Vehicle security	3.0	9.0%	17.1%	44.8%	23.3%	5.8%	930	461	81
Cleanliness of trains	3.1	6.0%	16.3%	48.7%	21.4%	7.6%	1,285	105	61
Reliability	2.8	14.6%	29.4%	25.5%	22.6%	8.0%	1,316	74	528
Explanation of delays	2.6	23.3%	25.6%	27.4%	17.9%	5.9%	1,290	100	60
Announcement of stops	3.1	10.1%	20.9%	32.7%	21.1%	15.2%	1,297	93	14
Availability of seating	2.8	15.1%	23.8%	32.5%	23.1%	5.4%	1,318	73	173
Frequency of service	3.2	3.6%	22.9%	38.1%	24.3%	11.0%	1,291	99	383
Travel time/speed	3.2	5.0%	20.6%	38.4%	26.6%	9.5%	1,322	68	291

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

<i>Ever complained?</i>		Number of Riders	Percent of Riders
Yes		290	21.1%
No		1,086	78.9%
Total		1,376	100.0%
No Answer		14	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	73	31.3%
No	160	68.7%
Total	233	100.0%
No Answer	57	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	43	19.3%
No	180	80.7%
Total	223	100.0%
No Answer	67	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Suffolk Downs**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.2	4.5%	16.7%	39.8%	28.7%	10.3%	571	53	9
Station cleanliness	3.2	9.1%	13.5%	42.0%	23.1%	12.3%	576	48	42
Parking availability	3.4	3.5%	19.6%	34.7%	20.6%	21.6%	495	129	65
Personal safety	3.4	2.3%	11.5%	34.0%	43.6%	8.6%	567	57	136
Vehicle security	3.0	6.9%	27.0%	38.1%	18.2%	9.9%	440	185	46
Cleanliness of trains	3.2	5.7%	18.4%	36.2%	30.5%	9.3%	588	36	29
Reliability	3.0	8.4%	23.9%	35.3%	26.8%	5.7%	564	60	136
Explanation of delays	2.7	16.6%	25.3%	38.7%	14.3%	5.1%	569	55	0
Announcement of stops	3.4	5.3%	10.6%	39.7%	31.9%	12.6%	576	48	0
Availability of seating	3.0	9.1%	23.7%	39.4%	16.4%	11.4%	571	53	22
Frequency of service	3.1	5.8%	20.3%	37.7%	32.7%	3.4%	592	32	152
Travel time/speed	3.2	5.1%	17.5%	39.9%	26.3%	11.2%	589	35	125

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	123	19.7%
No	501	80.3%
Total	624	100.0%
No Answer	0	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	38	35.8%
No	68	64.2%
Total	106	100.0%
No Answer	17	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	20	24.1%
No	63	75.9%
Total	83	100.0%
No Answer	39	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Orient Heights**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.0	7.7%	16.0%	52.4%	18.1%	5.8%	2,741	113	117
Station cleanliness	3.1	7.4%	16.1%	44.6%	24.0%	7.9%	2,688	166	186
Parking availability	3.0	13.8%	18.4%	32.9%	21.2%	13.7%	1,953	901	203
Personal safety	3.4	4.7%	12.3%	35.9%	33.2%	13.9%	2,636	218	770
Vehicle security	2.6	19.9%	21.9%	37.9%	16.2%	4.0%	1,765	1,088	195
Cleanliness of trains	3.0	6.1%	19.4%	46.6%	22.9%	4.9%	2,675	179	205
Reliability	3.0	10.1%	23.9%	32.3%	22.1%	11.7%	2,759	94	893
Explanation of delays	2.6	22.3%	24.8%	28.8%	15.9%	8.1%	2,600	253	106
Announcement of stops	3.1	13.0%	17.5%	31.6%	22.8%	15.1%	2,718	136	42
Availability of seating	2.8	16.9%	21.6%	38.7%	14.1%	8.7%	2,710	144	181
Frequency of service	3.3	5.1%	15.6%	38.4%	27.9%	13.1%	2,719	135	606
Travel time/speed	3.4	5.2%	13.1%	35.5%	33.9%	12.4%	2,746	108	593

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

<i>Ever complained?</i>		Number of Riders	Percent of Riders
Yes		474	16.7%
No		2,367	83.3%
Total		2,841	100.0%
No Answer		13	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	150	35.3%
No	275	64.7%
Total	425	100.0%
No Answer	48	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	92	22.9%
No	310	77.1%
Total	402	100.0%
No Answer	71	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: Wood Island

Blue Line

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	2.4	30.6%	22.2%	31.3%	11.7%	4.2%	1,003	128	59
Station cleanliness	2.8	17.9%	21.3%	36.3%	16.0%	8.4%	1,025	105	104
Parking availability	2.4	39.3%	13.2%	26.4%	12.4%	8.7%	826	304	96
Personal safety	3.2	5.3%	18.1%	45.3%	17.3%	14.0%	1,047	83	243
Vehicle security	2.5	27.9%	19.9%	35.0%	8.4%	8.8%	666	465	40
Cleanliness of trains	3.1	6.6%	15.6%	44.7%	26.9%	6.1%	1,003	127	67
Reliability	3.1	9.1%	24.7%	26.6%	25.9%	13.7%	1,047	83	392
Explanation of delays	2.6	19.6%	31.5%	23.6%	18.3%	7.0%	1,019	112	45
Announcement of stops	3.3	12.8%	12.4%	28.9%	24.6%	21.3%	1,080	50	11
Availability of seating	2.5	24.5%	27.7%	26.6%	13.6%	7.6%	1,053	78	74
Frequency of service	3.2	7.9%	17.6%	32.5%	25.8%	16.2%	1,041	89	247
Travel time/speed	3.5	4.1%	14.4%	31.0%	32.6%	17.9%	1,075	56	198

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?		Number of Riders	Percent of Riders
Yes		251	22.3%
No		874	77.7%
Total		1,125	100.0%
No Answer		5	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	79	35.4%
No	144	64.6%
Total	223	100.0%
No Answer	28	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	40	19.9%
No	161	80.1%
Total	201	100.0%
No Answer	50	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: Airport
Expanded Results

Blue Line

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.3	2.0%	16.2%	45.5%	27.0%	9.2%	2,176	66	71
Station cleanliness	3.3	3.6%	9.1%	50.3%	22.8%	14.2%	2,122	119	101
Parking availability	2.6	29.1%	17.0%	33.0%	11.5%	9.4%	950	1,292	56
Personal safety	3.4	3.0%	10.9%	48.6%	22.0%	15.6%	2,053	189	579
Vehicle security	2.4	30.5%	19.1%	35.9%	6.9%	7.5%	739	1,503	66
Cleanliness of trains	3.3	4.5%	11.2%	41.9%	31.0%	11.4%	2,129	112	171
Reliability	3.5	8.1%	11.2%	22.5%	43.1%	15.2%	2,138	104	663
Explanation of delays	2.9	12.3%	25.8%	28.7%	26.6%	6.6%	1,573	669	94
Announcement of stops	3.1	14.4%	14.1%	33.7%	18.4%	19.4%	2,038	204	61
Availability of seating	3.3	3.6%	19.0%	37.0%	26.9%	13.5%	2,124	117	97
Frequency of service	3.5	4.9%	10.2%	34.6%	33.1%	17.1%	2,092	150	530
Travel time/speed	3.8	2.6%	4.1%	28.2%	38.3%	26.8%	2,158	84	464

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	213	9.5%
No	2,029	90.5%
Total	2,242	100.0%
No Answer	0	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	55	25.8%
No	158	74.2%
Total	213	100.0%
No Answer	0	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	55	27.2%
No	147	72.8%
Total	202	100.0%
No Answer	10	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Maverick**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	2.8	10.2%	24.6%	48.6%	12.5%	4.1%	5,310	322	400
Station cleanliness	2.9	8.8%	24.1%	42.6%	19.7%	4.8%	5,161	471	399
Parking availability	2.1	39.2%	25.4%	23.0%	6.2%	6.2%	3,854	1,778	285
Personal safety	3.1	8.1%	19.0%	37.9%	24.9%	10.1%	4,974	659	1,484
Vehicle security	2.3	31.9%	24.2%	31.2%	8.4%	4.3%	2,807	2,825	107
Cleanliness of trains	3.1	6.5%	17.5%	45.7%	22.6%	7.7%	5,000	633	285
Reliability	3.1	13.6%	17.2%	28.2%	28.5%	12.4%	5,290	342	1,681
Explanation of delays	2.6	21.9%	27.0%	28.7%	15.3%	7.0%	4,902	730	246
Announcement of stops	3.2	11.7%	18.2%	28.4%	22.1%	19.5%	5,242	390	122
Availability of seating	2.5	24.7%	24.1%	33.4%	11.9%	6.0%	5,208	424	275
Frequency of service	3.1	9.1%	14.9%	39.5%	27.5%	9.0%	5,247	386	1,263
Travel time/speed	3.5	5.1%	13.4%	31.2%	31.6%	18.7%	5,330	302	919

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,108	20.4%
No	4,315	79.6%
Total	5,423	100.0%
No Answer	209	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	317	31.9%
No	678	68.1%
Total	995	100.0%
No Answer	111	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	260	26.1%
No	736	73.9%
Total	996	100.0%
No Answer	111	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: Aquarium

Blue Line

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.0	7.6%	15.6%	52.4%	22.4%	2.0%	997	73	25
Station cleanliness	2.9	8.7%	21.0%	42.6%	23.2%	4.6%	974	95	91
Parking availability	1.8	57.0%	9.2%	28.1%	5.7%	0.0%	409	660	33
Personal safety	3.6	5.2%	5.3%	32.4%	42.7%	14.3%	906	164	101
Vehicle security	3.3	3.9%	5.9%	50.0%	34.3%	5.9%	238	832	35
Cleanliness of trains	3.2	2.5%	18.2%	41.5%	34.8%	3.0%	955	114	58
Reliability	3.5	6.7%	12.3%	30.2%	28.1%	22.6%	988	81	152
Explanation of delays	2.9	19.0%	20.5%	29.7%	18.1%	12.7%	821	249	56
Announcement of stops	3.5	5.1%	21.8%	25.3%	18.3%	29.5%	921	149	0
Availability of seating	3.3	7.8%	12.9%	31.7%	35.0%	12.6%	969	100	9
Frequency of service	3.4	7.9%	7.0%	28.2%	48.3%	8.6%	960	110	168
Travel time/speed	3.8	4.8%	2.0%	26.3%	40.0%	26.9%	977	92	108

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	162	15.6%
No	875	84.4%
Total	1,037	100.0%
No Answer	33	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	52	32.1%
No	110	67.9%
Total	162	100.0%
No Answer	0	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	61	37.9%
No	100	62.1%
Total	161	100.0%
No Answer	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Bowdoin**

Blue Line

Expanded Results

<i>Service Quality</i>	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.1	14.6%	7.8%	41.5%	22.7%	13.4%	674	17	13
Station cleanliness	3.2	9.9%	15.7%	35.3%	24.5%	14.6%	632	58	26
Parking availability	2.1	54.9%	3.1%	28.3%	1.2%	12.4%	368	322	16
Personal safety	3.4	8.4%	12.8%	33.6%	24.1%	21.0%	626	64	82
Vehicle security	2.7	11.9%	22.1%	51.0%	12.6%	2.4%	184	506	25
Cleanliness of trains	3.0	12.8%	15.0%	42.6%	18.3%	11.3%	625	65	22
Reliability	3.3	7.2%	19.3%	31.1%	23.8%	18.5%	681	9	158
Explanation of delays	2.5	22.3%	33.8%	24.6%	13.8%	5.5%	596	94	9
Announcement of stops	3.1	12.4%	29.0%	13.5%	26.1%	18.9%	633	57	4
Availability of seating	3.4	7.4%	16.4%	32.4%	18.4%	25.4%	660	30	20
Frequency of service	3.2	12.2%	14.1%	29.7%	24.6%	19.4%	658	33	177
Travel time/speed	3.5	5.5%	15.0%	24.4%	32.2%	22.8%	657	33	114

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	140	20.3%
No	551	79.7%
Total	691	100.0%
No Answer	0	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	44	38.3%
No	71	61.7%
Total	115	100.0%
No Answer	24	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	48	42.1%
No	66	57.9%
Total	114	100.0%
No Answer	25	

10. Entries to the Rapid Transit System

These tables show where people exiting at each Blue Line station entered the rapid transit system. The results are organized geographically by line with stations in order from north to south. Both the number of passengers and the percent of total exiting passengers are shown for each entry station.

It is important to note that the "Number of Riders" column shows the number of passengers entering the system at that station, not the number of passengers boarding the train. Therefore the "Number of Riders" figures for State and Government Center are smaller than the number of people boarding trains there, because many people transfer from the Orange and Green lines. Those transfers are shown in the third column "Transfers to." The figures in this column should be read as the number of people transferring to the line under which the figure is listed at the station beside which the figure is listed. It can generally be assumed that people transferring to the Blue Line at State are transferring from the Orange Line (similarly from the Green Line at Government Center). However, the total number of Orange Line entries will not necessarily equal the number of State transfers, because some of those people had previously transferred from the Red Line (likewise for the Green Line). These double transfers are shown under their respective lines.

It is also important to remember that the origin-destination information contained in these tables reflect travel only between 6:00 A.M. and 3:30 P.M. Therefore, these tables portray, for most people, the first half of a round trip. They can also be interpreted as the pattern of distribution of riders boarding at these Blue Line stations after 3:30 P.M., assuming that most passengers reverse their trip in the evening.

In addition, note that the survey data was expanded on the basis of boardings, not exits. Thus the total number of exits at a station (called "Total All Entries" at the end of the table) may not match the number one would get through a passenger count (see Appendix A for a full discussion).

OVERVIEW OF RESULTS

As with the Exits from the Rapid Transit System tables (chapter 5), the large number of stations in the system makes it difficult to summarize the patterns of entry for passengers exiting at Blue Line stations. At the three innermost stations, the majority of the passengers came from across the harbor on the Blue



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Revere Beach**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	7	2.1%	
Davis	4	1.2%	
Porter	0	0.0%	
Harvard	6	1.8%	
Central	0	0.0%	
Kendall	5	1.5%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	13	4.0%	
Andrew	7	2.1%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	12	3.7%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	4	1.2%	
Braintree	0	0.0%	
TOTAL	58	17.6%	

Green Line

Lechmere	7	2.1%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	44
Boylston	7	2.1%	
Arlington	5	1.5%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford-Babcock	0	0.0%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	0	0.0%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	9	2.7%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	4	1.2%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	7	2.1%	
E Long. Med. -Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	4	1.2%	
TOTAL	42	12.9%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	13	4.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	16
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	28	8.5%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	6	1.8%	
Green	0	0.0%	
Forest Hills	6	1.8%	
TOTAL	53	16.3%	

Blue Line

Wonderland	3	0.9%	
Revere Beach	0	0.0%	
Beachmont	22	6.7%	
Suffolk Downs	0	0.0%	
Orient Heights	28	8.5%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	79	24.1%	70
Government Center	19	5.8%	83
Bowdoin	23	7.0%	
TOTAL	174	53.2%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Entries	328	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Beachmont**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	5	1.4%	
Porter	0	0.0%	
Harvard	9	2.4%	
Central	10	2.7%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	9	2.4%	
Broadway	0	0.0%	
Andrew	7	1.9%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	3	0.8%	
TOTAL	42	11.3%	

Green Line

Lechmere	10	2.7%	
Science Park	0	0.0%	
North Station	12	3.2%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	33
Boylston	0	0.0%	
Arlington	21	5.7%	
Copley	19	5.1%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	13	3.5%	
B Blandford-Babcock	0	0.0%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	0	0.0%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	10	2.7%	
E Long. Med. -Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	85	22.9%	

Orange Line

	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	8
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	10	2.7%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	10	2.6%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	30	8.1%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	42	11.3%	
Wood Island	17	4.6%	
Airport	30	8.1%	
Maverick	37	10.0%	
Aquarium	0	0.0%	
State	0	0.0%	18
Government Center	34	9.2%	117
Bowdoin	43	11.6%	
TOTAL	234	63.2%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Entries	370	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Wood Island**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	6	3.1%	
Central	7	3.6%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	10	5.2%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	24	12.4%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	23
Boylston	0	0.0%	
Arlington	22	11.5%	
Copley	17	8.9%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	13	6.8%	
B Blandford-Babcock	0	0.0%	
B Pack. Cor.-Warren St.	15	7.8%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	0	0.0%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	0	0.0%	
E Long. Med. -Brig Cir.	16	8.3%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	83	43.3%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	28	14.6%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	28	14.8%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	30	15.6%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	15	7.8%	28
Government Center	0	0.0%	106
Bowdoin	12	6.3%	
TOTAL	57	29.5%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Entries	192	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Airport**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	58	2.6%	
Davis	30	1.4%	
Porter	48	2.2%	
Harvard	54	2.4%	
Central	32	1.4%	
Kendall	39	1.8%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	4	0.2%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	8	0.4%	
Savin Hill	8	0.4%	
Fields Corner	25	1.1%	
Shawmut	17	0.8%	
Ashmont	7	0.3%	
North Quincy	0	0.0%	
Wollaston	12	0.5%	
Quincy Center	43	1.9%	
Quincy Adams	4	0.2%	
Braintree	3	0.1%	
TOTAL	391	17.7%	

Green Line

Lechmere	13	0.6%	
Science Park	0	0.0%	
North Station	29	1.3%	
Haymarket	15	0.7%	
Government Center	0	0.0%	
Park Street	0	0.0%	296
Boylston	14	0.6%	
Arlington	24	1.1%	
Copley	52	2.4%	
Hynes Conv. Ctr.	32	1.4%	
Kenmore	28	1.3%	
B Blandford-Babcock	23	1.0%	
B Pack. Cor.-Warren St.	32	1.4%	
B Summit Ave.-BC	6	0.3%	
C St. Mary's-Winchester	45	2.0%	
C Brandon-Cleveland Cir.	16	0.7%	
D Fenway-Longwood	5	0.2%	
D Brook. Vill.-Brook. Hills	35	1.6%	
D Beaconsfield-Ches. Hill	24	1.1%	
D Newton Centre-Eliot	12	0.5%	
D Waban-Riverside	4	0.2%	
E Prudential-Symphony	46	2.1%	
E Northeastern-Museum	0	0.0%	
E Long. Med.-Brig Cir.	9	0.4%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	464	21.0%	

Orange Line

	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	28	1.3%	
Wellington	6	0.3%	
Sullivan Square	65	2.9%	
Community College	8	0.4%	
North Station	46	2.1%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	94
Chinatown	23	1.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	156	7.1%	
Mass. Ave.	28	1.3%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	10	0.5%	
Stony Brook	15	0.7%	
Green	3	0.1%	
Forest Hills	46	2.1%	
TOTAL	433	19.6%	

Blue Line

Wonderland	61	2.8%	
Revere Beach	32	1.4%	
Beachmont	35	1.6%	
Suffolk Downs	0	0.0%	
Orient Heights	54	2.4%	
Wood Island	32	1.4%	
Airport	0	0.0%	
Maverick	71	3.2%	
Aquarium	264	12.0%	
State	228	10.3%	528
Government Center	30	1.4%	761
Bowdoin	84	3.8%	
TOTAL	890	40.3%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	12	0.5%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	6	0.3%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	12	0.5%
TOTAL	29	1.3%

Total All Entries	2,209	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Maverick**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	4	0.3%	
Davis	9	0.7%	
Porter	13	1.0%	
Harvard	31	2.3%	
Central	12	0.9%	
Kendall	22	1.7%	
Charles	14	1.1%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	10	0.8%	
Andrew	0	0.0%	
JFK/UMass	11	0.8%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	18	1.4%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	6	0.5%	
Quincy Adams	4	0.3%	
Braintree	6	0.5%	
TOTAL	159	11.9%	

Green Line

Lechmere	36	2.7%	
Science Park	0	0.0%	
North Station	12	0.9%	
Haymarket	15	1.1%	
Government Center	0	0.0%	
Park Street	16	1.2%	112
Boylston	3	0.2%	
Arlington	21	1.6%	
Copley	34	2.6%	
Hynes Conv. Ctr.	13	1.0%	
Kenmore	19	1.4%	
B Blandford-Babcock	4	0.3%	
B Pack. Cor.-Warren St.	18	1.4%	
B Summit Ave.-BC	6	0.5%	
C St. Mary's-Winchester	0	0.0%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	0	0.0%	
D Waban-Riverside	0	0.0%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	28	2.1%	
E Long. Med.-Brig Cir.	25	1.9%	
E Fenwood Rd.-Heath	8	0.6%	
TOTAL	258	19.4%	

Orange Line

	Number of Riders	Percent of Riders	Transfers to
Oak Grove	4	0.3%	
Malden Center	33	2.5%	
Wellington	0	0.0%	
Sullivan Square	40	3.0%	
Community College	18	1.4%	
North Station	6	0.5%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	46
Chinatown	0	0.0%	
New Eng. Med. Cent.	78	5.9%	
Back Bay	28	2.1%	
Mass. Ave.	7	0.5%	
Ruggles	29	2.2%	
Roxbury Crossing	32	2.4%	
Jackson Square	29	2.2%	
Stony Brook	9	0.7%	
Green	5	0.4%	
Forest Hills	49	3.7%	
TOTAL	367	27.6%	

Blue Line

Wonderland	28	2.1%	
Revere Beach	7	0.5%	
Beachmont	4	0.3%	
Suffolk Downs	0	0.0%	
Orient Heights	43	3.2%	
Wood Island	0	0.0%	
Airport	36	2.7%	
Maverick	0	0.0%	
Aquarium	105	7.9%	
State	209	15.7%	413
Government Center	36	2.7%	370
Bowdoin	78	5.9%	
TOTAL	546	41.0%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Entries	1,330	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Aquarium**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	54	2.3%	
Davis	4	0.2%	
Porter	0	0.0%	
Harvard	35	1.5%	
Central	5	0.2%	
Kendall	17	0.7%	
Charles	5	0.2%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	3	0.1%	
Andrew	9	0.4%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	13	0.6%	
North Quincy	0	0.0%	
Wollaston	5	0.2%	
Quincy Center	6	0.3%	
Quincy Adams	7	0.3%	
Braintree	6	0.3%	
TOTAL	169	7.2%	

Green Line

Lechmere	13	0.6%	
Science Park	0	0.0%	
North Station	6	0.3%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	20	0.9%	130
Boylston	0	0.0%	
Arlington	11	0.5%	
Copley	19	0.8%	
Hynes Conv. Ctr.	33	1.4%	
Kenmore	33	1.4%	
B Blandford-Babcock	14	0.6%	
B Pack. Cor.-Warren St.	12	0.5%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	43	1.8%	
C Brandon-Cleveland Cir.	25	1.1%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	21	0.9%	
D Beaconsfield-Ches. Hill	4	0.2%	
D Newton Centre-Eliot	11	0.5%	
D Waban-Riverside	15	0.6%	
E Prudential-Symphony	10	0.4%	
E Northeastern-Museum	0	0.0%	
E Long. Med.-Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	289	12.3%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	12	0.5%	
Malden Center	28	1.2%	
Wellington	12	0.5%	
Sullivan Square	7	0.3%	
Community College	0	0.0%	
North Station	17	0.7%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	41
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	59	2.5%	
Mass. Ave.	39	1.7%	
Ruggles	22	0.9%	
Roxbury Crossing	7	0.3%	
Jackson Square	10	0.4%	
Stony Brook	0	0.0%	
Green	6	0.3%	
Forest Hills	37	1.6%	
TOTAL	256	10.9%	

Blue Line

Wonderland	418	17.9%	
Revere Beach	95	4.1%	
Beachmont	119	5.1%	
Suffolk Downs	64	2.7%	
Orient Heights	188	8.0%	
Wood Island	173	7.4%	
Airport	232	9.9%	
Maverick	291	12.4%	
Aquarium	0	0.0%	
State	30	1.3%	297
Government Center	0	0.0%	416
Bowdoin	9	0.4%	
TOTAL	1,620	69.2%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	6	0.3%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	6	0.2%

Total All Entries	2,340	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **State**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	7	0.1%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	7	0.1%	

Green Line

Lechmere	7	0.1%	
Science Park	0	0.0%	
North Station	6	0.1%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	6
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	19	0.3%	
Hynes Conv. Ctr.	13	0.2%	
Kenmore	14	0.2%	
B Blandford-Babcock	0	0.0%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	6	0.1%	
C St. Mary's-Winchester	5	0.1%	
C Brandon-Cleveland Cir.	7	0.1%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	4	0.1%	
D Waban-Riverside	3	0.1%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	0	0.0%	
E Long. Med.-Brig Cir.	0	0.0%	
E Fenwood Rd.-Heath	3	0.1%	
TOTAL	85	1.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	1,639	28.6%	
Revere Beach	264	4.6%	
Beachmont	508	8.9%	
Suffolk Downs	164	2.9%	
Orient Heights	979	17.1%	
Wood Island	306	5.3%	
Airport	378	6.6%	
Maverick	1,349	23.6%	
Aquarium	19	0.3%	
State	0	0.0%	
Government Center	0	0.0%	91
Bowdoin	30	0.5%	
TOTAL	5,636	98.4%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Entries	5,728	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Government Center**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	0	0.0%	

Green Line

Lechmere	0	0.0%
Science Park	0	0.0%
North Station	0	0.0%
Haymarket	0	0.0%
Government Center	0	0.0%
Park Street	0	0.0%
Boylston	0	0.0%
Arlington	0	0.0%
Copley	0	0.0%
Hynes Conv. Ctr.	0	0.0%
Kenmore	0	0.0%
B Blandford-Babcock	0	0.0%
B Pack. Cor.-Warren St.	0	0.0%
B Summit Ave.-BC	0	0.0%
C St. Mary's-Winchester	0	0.0%
C Brandon-Cleveland Cir.	0	0.0%
D Fenway-Longwood	0	0.0%
D Brook. Vill.-Brook. Hills	0	0.0%
D Beaconsfield-Ches. Hill	0	0.0%
D Newton Centre-Eliot	0	0.0%
D Waban-Riverside	0	0.0%
E Prudential-Symphony	0	0.0%
E Northeastern-Museum	0	0.0%
E Long. Med.-Brig Cir.	0	0.0%
E Fenwood Rd.-Heath	0	0.0%
TOTAL	0	0.0%

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	6	0.3%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	7	0.4%	
Jackson Square	0	0.0%	
Stony Brook	7	0.4%	
Green	0	0.0%	
Forest Hills	18	1.0%	
TOTAL	38	2.1%	

Blue Line

Wonderland	362	20.5%
Revere Beach	87	4.9%
Beachmont	160	9.0%
Suffolk Downs	35	2.0%
Orient Heights	226	12.8%
Wood Island	128	7.2%
Airport	91	5.1%
Maverick	593	33.5%
Aquarium	50	2.8%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	0	0.0%
TOTAL	1,731	97.9%

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Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Entries	1,769	100.0%
Unknown Entries	0	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Bowdoin**

Blue Line

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	8	0.3%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	4	0.2%	
Broadway	0	0.0%	
Andrew	7	0.3%	
JFK/UMass	14	0.6%	
Savin Hill	26	1.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	12	0.5%	
North Quincy	6	0.2%	
Wollaston	0	0.0%	
Quincy Center	36	1.4%	
Quincy Adams	0	0.0%	
Braintree	3	0.1%	
TOTAL	116	4.6%	

Green Line

Lechmere	20	0.8%	
Science Park	0	0.0%	
North Station	6	0.2%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	10	0.4%	62
Boylston	13	0.5%	
Arlington	5	0.2%	
Copley	32	1.3%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	9	0.4%	
B Blandford-Babcock	11	0.4%	
B Pack. Cor.-Warren St.	0	0.0%	
B Summit Ave.-BC	0	0.0%	
C St. Mary's-Winchester	5	0.2%	
C Brandon-Cleveland Cir.	0	0.0%	
D Fenway-Longwood	0	0.0%	
D Brook. Vill.-Brook. Hills	0	0.0%	
D Beaconsfield-Ches. Hill	0	0.0%	
D Newton Centre-Eliot	3	0.1%	
D Waban-Riverside	3	0.1%	
E Prudential-Symphony	0	0.0%	
E Northeastern-Museum	0	0.0%	
E Long. Med.-Brig Cir.	5	0.2%	
E Fenwood Rd.-Heath	0	0.0%	
TOTAL	121	4.8%	

Orange Line

	Number of Riders	Percent of Riders	Transfers to
Oak Grove	4	0.2%	
Malden Center	20	0.8%	
Wellington	17	0.7%	
Sullivan Square	7	0.3%	
Community College	0	0.0%	
North Station	6	0.2%	
Haymarket	11	0.4%	
State	0	0.0%	
Downtown Crossing	14	0.6%	53
Chinatown	0	0.0%	
New Eng. Med. Cent.	42	1.7%	
Back Bay	110	4.4%	
Mass. Ave.	30	1.2%	
Ruggles	44	1.7%	
Roxbury Crossing	7	0.3%	
Jackson Square	10	0.4%	
Stony Brook	6	0.2%	
Green	8	0.3%	
Forest Hills	102	4.1%	
TOTAL	438	17.4%	

Blue Line

Wonderland	306	12.2%	
Revere Beach	140	5.6%	
Beachmont	104	4.1%	
Suffolk Downs	57	2.3%	
Orient Heights	268	10.7%	
Wood Island	129	5.1%	
Airport	234	9.3%	
Maverick	517	20.6%	
Aquarium	42	1.7%	
State	32	1.3%	491
Government Center	0	0.0%	183
Bowdoin	0	0.0%	
TOTAL	1,828	72.7%	

Mattapan High Speed Line

Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	12	0.5%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	12	0.5%

Total All Entries	2,515	100.0%
Unknown Entries	0	

11. Egress from the Rapid Transit System

Each "Egress from the Rapid Transit System" table comprises three separate elements discussed below. These elements taken together describe the segment of the passenger's trip that takes place after leaving the rapid transit system from the Blue Line. Note that these tables are based on the people exiting from Blue Line stations, not people entering at those stations. See Appendix A for a discussion of potential problems with the total number of exits at these stations.

OVERVIEW OF RESULTS

Egress Modes

The distribution of riders across egress modes varied greatly among the twelve Blue Line stations. Egress from the four downtown stations (Bowdoin through Aquarium) was almost exclusively by means of walking.⁹ For the other eight stations, walking was the most common mode at Suffolk Downs (82%), Wood Island (78%), Revere Beach (67%), Beachmont (65.5%) and Maverick (53.1%) while park 'n' ride was the dominant mode at Wonderland (58.5%) and other bus/shuttle was the most common at Airport (76%) and Orient Heights (38%).

Besides Wonderland, park 'n' ride captured a significant number of egress trips at Orient Heights (25%), Beachmont (22.5%), Wood Island (22%), Revere Beach (18%) and Maverick (13.4%). Walking was also common at Orient Heights with 27% of the exiting passengers.

Bus Transfers to Route

Egress by MBTA bus captured 28.5% at Maverick and 16% at Wonderland. Most of the routes serving these stations carried at least a few of the passengers leaving the Blue Line. At Airport and Orient Heights, the Massport shuttle and the Paul Revere bus, respectively, carried virtually all of the passengers transferring to buses.

⁹The tables for Government Center and State in this chapter include only passengers exiting from the Blue Line to outside the system. See Appendix B for egress information for all passengers exiting at these stations.

Egress Times

Egress times are closely related to the size of the dispersion area of each station, as discussed in chapter 12. For each of the four downtown stations, the dispersion area is quite small, because the stations are close to each other. As a result, the mean egress time was five to six minutes (mostly walking).

For the other eight stations, egress times were generally longer since they serve larger areas. Mean walk egress times generally ranged from 5.6 to 7.7 minutes, with the exception of Wood Island (10.4 minutes). The park 'n' ride and pick up egress times for many of the eight outer stations are based on very small samples and thus range widely.

DESCRIPTION OF TABLES

Egress Modes

The egress modes listed in the tables are in two groups. The first six modes—walk, park 'n' ride, pick up, bicycle, taxicab, and other—are indented to indicate that they are all "private transportation" modes. The seventh line of the table, "Total private trans." is the sum of the previous six modes. The eighth, ninth and tenth lines comprise the "public transportation" means of egress, specifically MBTA bus, commuter rail and other bus/shuttle. The MBTA bus mode includes only MBTA routes; others are included under "Other bus/shuttle."

In addition to the total number of passengers using each egress mode, percentages are shown for the mode relative to total riders exiting from the station who answered the question. The number of expanded responses that omitted the egress mode appears in the table, but is excluded from the percentage calculations.

Bus Transfers To Route

This table shows the number of riders that used buses or private van services as the mode of egress from their exiting stations. Responses are separated by route or provider if the passengers specified them or if the surveys included enough other information to identify the routes. Each table can include up to ten routes or carriers, in descending order of the number of transfers. If the station has more than ten bus egress codes, routes below the top ten are all combined as Other. MBTA routes are listed separately by route number. Surveys which did not specify which MBTA route and for which no route could be determined were coded as UNK. Regional Transit Authority, employer-sponsored, college and private-carrier bus and shuttle routes were assigned codes of two to four letter with all routes of the same authority or company being combined. Generic codes

such as EMP, SCHB or VAN were used when the employer, school or service provider was not specified.

The codes included in the database for bus and shuttle routes are shown in Table 11-1.

Table 11-1
Codes Used for Private Bus and Other Services

AME	=	American Eagle	M2	=	MASCO (Longwood Med.)
APSS	=	Airport shuttles (generic)	MBCC	=	Mass. Bay Comm. College
BAT	=	Brockton Area Transit	MGH	=	Mass. General Hospital
BCH	=	Boston City Hospital	MPA	=	Massport shuttle at Logan
BCS	=	Boston College shuttle	MWRA	=	MA Water Resources Auth.
BHT	=	Brush Hill Transportation	MYB	=	My Bus (Weymouth)
BUMC	=	Boston Univ. Med. Center	NCSB	=	Newbury College shuttle
BZI	=	Bonanza Bus Lines	PCI	=	People Care-iers, Inc.
CAV	=	Cavalier Coach	PLB	=	Plymouth & Brockton
CBH	=	Canton Blue Hills	PPB	=	Peter Pan
CF	=	Charlestown ferry	PR	=	Paul Revere (Winthrop)
CJT	=	C&J Trailways	RIDE	=	The RIDE (MBTA)
CTW	=	Concord Trailways	SBCS	=	South Bay Center shuttle
EDIC	=	So. Boston (EDIC) shuttle	SCHB	=	School bus (generic)
EMP	=	Employer shuttle (generic)	SRTA	=	Southeastern Regional Transit Authority
GALL	=	Galleria mall shuttle	TCC	=	The Coach Company
GATR	=	Greater Attleboro-Taunton Regional Transit Authority	TCL	=	Trombly Coach Lines
GLI	=	Greyhound Lines	UMAS	=	UMass Boston shuttle
GULB	=	Gulbankian's Bus Lines	UNDA	=	Interstate Coach
HF	=	Hingham Ferry	UNK	=	Unknown (MBTA)
HLB	=	Bloom Bus Lines	VAN	=	Van service (generic)
HUS	=	Harvard Univ. shuttle	WCOL	=	Wellesley College shuttle
LEXP	=	Lexpress (Lexington)	WTC	=	World Trade Center
LRTA	=	Lowell Regional Transit	YANK	=	Yankee Bus Lines

In addition to the number of passengers by route, each bus egress table shows the percentage using each route relative to total bus transfers and to total exiting passengers for that station.

Egress Time

This table summarizes the egress times reported by the passengers from their exit stations to their destinations, broken down by egress mode. Note that egress times for passengers using public transportation egress modes are not included

in these tables due to the way the survey was worded. Times of 20 minutes and under are divided into four sets of five-minute increments. These are followed by one category of 21 to 30 minutes, one category of 31 to 45 minutes and one of over 45 minutes. Each table shows the number of passengers in each egress time category and the percentage of this category relative to the total number of riders using that egress mode. The number of expanded responses that omitted the egress time appears in the table, but is excluded from the percentage calculations.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Wonderland**

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	135	14.7%
Park 'n' ride	538	58.6%
Pick up	102	11.1%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	774	84.4%
MBTA Bus	143	15.6%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	917	100.0%
No Answer	0	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
441	58	40.8%	6.3%
116	32	22.5%	3.5%
110	20	14.1%	2.2%
411	16	11.3%	1.7%
442	13	9.2%	1.4%
440	3	2.1%	0.3%
Other	0	0.0%	0.0%
TOTAL	142	100.0%	15.5%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	27	20.0%	49	9.1%	13	12.9%	0		89	11.5%
6-10	108	80.0%	55	10.2%	27	26.7%	0		190	24.5%
11-15	0	0.0%	90	16.7%	5	5.0%	0		95	12.3%
16-20	0	0.0%	131	24.3%	56	55.4%	0		187	24.2%
21-30	0	0.0%	194	36.1%	0	0.0%	0		194	25.1%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	19	3.5%	0	0.0%	0		19	2.5%
TOTAL	135	100.0%	538	100.0%	101	100.0%	0		774	100.0%
No Answer	0		0		0		0		0	
Mean	7.5		20.5		15.1				17.5	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Revere Beach**

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	218	67.2%
Park 'n' ride	59	18.2%
Pick up	19	5.8%
Bicycle	4	1.2%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	296	91.4%
MBTA Bus	28	8.6%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	324	100.0%
No Answer	0	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
117	22	78.6%	6.8%
110	6	21.4%	1.9%
Other	0	0.0%	0.0%
TOTAL	28	100.0%	8.6%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	149	68.0%	15	25.4%	0	0.0%	0		164	55.2%
6-10	42	19.2%	12	20.3%	0	0.0%	0		54	18.2%
11-15	28	12.8%	17	28.8%	0	0.0%	0		45	15.2%
16-20	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
21-30	0	0.0%	15	25.4%	19	100.0%	0		34	11.4%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	219	100.0%	59	100.0%	19	100.0%	0		297	100.0%
No Answer	0		0		0		0		0	
Mean	5.8		14.9		30.0				9.2	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Beachmont**

Blue Line

Expanded Results

Egress Modes:

	Number of Riders	Percent of Riders
Walk	232	64.2%
Park 'n' ride	84	23.2%
Pick up	11	3.0%
Bicycle	0	0.0%
Taxicab	10	2.7%
Other	0	0.0%
Total private trans.	328	90.9%
MBTA Bus	30	8.3%
Commuter rail	0	0.0%
Other bus/shuttle	3	0.8%
TOTAL	361	100.0%
No Answer	0	

Bus Transfers To Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
119	30	90.9%	8.3%
PR	3	9.1%	0.8%
Other	0	0.0%	0.0%
TOTAL	33	100.0%	9.1%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	97	41.6%	30	35.7%	0	0.0%	0		127	38.7%
6-10	111	47.6%	39	46.4%	11	100.0%	0		161	49.1%
11-15	15	6.4%	15	17.9%	0	0.0%	0		30	9.1%
16-20	10	4.3%	0	0.0%	0	0.0%	0		10	3.0%
21-30	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	233	100.0%	84	100.0%	11	100.0%	0		328	100.0%
No Answer	0		0		0		0		0	
Mean	6.8		9.1		6.0				7.4	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Suffolk Downs**

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	283	82.0%
Park 'n' ride	27	7.8%
Pick up	22	6.3%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	332	96.2%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	13	3.8%
TOTAL	345	100.0%
No Answer	0	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
MWRA	13	100.0%	3.8%
Other	0	0.0%	0.0%
TOTAL	13	100.0%	3.8%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	240	84.8%	0	0.0%	22	100.0%	0		262	78.9%
6-10	17	6.0%	0	0.0%	0	0.0%	0		17	5.1%
11-15	15	5.3%	0	0.0%	0	0.0%	0		15	4.5%
16-20	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
21-30	11	3.9%	0	0.0%	0	0.0%	0		11	3.3%
31-45	0	0.0%	27	100.0%	0	0.0%	0		27	8.1%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	283	100.0%	27	100.0%	22	100.0%	0		332	100.0%
No Answer	0		0		0		0		0	
Mean	5.8		45.0		5.0				8.9	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Orient Heights**

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	204	27.0%
Park 'n' ride	186	24.6%
Pick up	53	7.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	443	58.8%
MBTA Bus	22	2.9%
Commuter rail	0	0.0%
Other bus/shuttle	289	38.3%
TOTAL	754	100.0%
No Answer	0	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
PR	289	92.9%	38.3%
120	22	7.1%	2.9%
Other	0	0.0%	0.0%
TOTAL	311	100.0%	41.2%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	124	61.1%	69	37.1%	9	16.7%	0		202	45.6%
6-10	42	20.7%	98	52.7%	42	77.8%	0		182	41.1%
11-15	23	11.3%	0	0.0%	3	5.6%	0		26	5.9%
16-20	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
21-30	14	6.9%	19	10.2%	0	0.0%	0		33	7.4%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	203	100.0%	186	100.0%	54	100.0%	0		443	100.0%
No Answer	0		0		0		0		0	
Mean	7.7		9.9		9.4				8.8	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: Wood Island

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	149	77.6%
Park 'n' ride	43	22.3%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	192	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	192	100.0%
No Answer	0	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
------------------------------------	-----------------------------	---------------------------------	------------------------------------

Other	0	0.0%
TOTAL		

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	41	27.5%	26	60.5%	0		0		67	34.9%
6-10	42	28.2%	17	39.5%	0		0		59	30.7%
11-15	66	44.3%	0	0.0%	0		0		66	34.4%
16-20	0	0.0%	0	0.0%	0		0		0	0.0%
21-30	0	0.0%	0	0.0%	0		0		0	0.0%
31-45	0	0.0%	0	0.0%	0		0		0	0.0%
Over 45	0	0.0%	0	0.0%	0		0		0	0.0%
TOTAL	149	100.0%	43	100.0%	0		0		192	100.0%
No Answer	0		0		0		0		0	
Mean	10.4		6.5						9.5	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Airport**

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	300	13.6%
Park 'n' ride	34	1.5%
Pick up	126	5.7%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	70	3.1%
Total private trans.	530	24.2%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	1,661	75.8%
TOTAL	2,191	100.0%
No Answer	18	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
MPA	1,627	98.0%	74.3%
APSS	34	2.0%	1.6%

Other	0	0.0%	0.0%
TOTAL	1,661	100.0%	75.8%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	211	71.5%	17	58.6%	48	38.4%	0	0.0%	276	53.2%
6-10	80	27.1%	12	41.4%	16	12.8%	0	0.0%	108	20.8%
11-15	0	0.0%	0	0.0%	23	18.4%	0	0.0%	23	4.4%
16-20	4	1.4%	0	0.0%	0	0.0%	31	44.3%	35	6.7%
21-30	0	0.0%	0	0.0%	23	18.4%	0	0.0%	23	4.4%
31-45	0	0.0%	0	0.0%	15	12.0%	0	0.0%	15	2.9%
Over 45	0	0.0%	0	0.0%	0	0.0%	39	55.7%	39	7.5%
TOTAL	295	100.0%	29	100.0%	125	100.0%	70	100.0%	519	100.0%
No Answer	5		6		0		0		29	
Mean	5.5		5.7		15.8		122.7		23.9	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Maverick**

Blue Line

Expanded Results

Egress Modes:

	Number of Riders	Percent of Riders
Walk	706	53.2%
Park 'n' ride	176	13.2%
Pick up	40	3.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	15	1.1%
Total private trans.	937	70.6%
MBTA Bus	381	28.7%
Commuter rail	0	0.0%
Other bus/shuttle	9	0.7%
TOTAL	1,327	100.0%
No Answer	3	

Bus Transfers To Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
116	220	56.4%	16.6%
120	66	16.9%	5.0%
117	46	11.8%	3.5%
112	23	5.9%	1.7%
121	17	4.4%	1.3%
SCHB	9	2.3%	0.7%
UNK	9	2.3%	0.7%
Other	0	0.0%	0.0%
TOTAL	390	100.0%	29.4%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	395	59.4%	63	39.1%	35	85.4%	0	0.0%	493	55.7%
6-10	193	29.0%	70	43.5%	0	0.0%	0	0.0%	266	30.1%
11-15	43	6.5%	0	0.0%	6	14.6%	15	100.0%	64	7.2%
16-20	34	5.1%	0	0.0%	0	0.0%	0	0.0%	34	3.8%
21-30	0	0.0%	25	15.5%	0	0.0%	0	0.0%	25	2.8%
31-45	0	0.0%	3	1.9%	0	0.0%	0	0.0%	3	0.3%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	665	100.0%	161	100.0%	41	100.0%	15	100.0%	885	100.0%
No Answer	41		15		0		0		55	
Mean	6.7		10.1		6.4		15.0		7.4	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: Aquarium

Blue Line

Expanded Results

<i>Egress Modes:</i>	Number of Riders	Percent of Riders
Walk	2,251	96.6%
Park 'n' ride	7	0.3%
Pick up	44	1.8%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	2,302	98.8%
MBTA Bus	16	0.7%
Commuter rail	0	0.0%
Other bus/shuttle	11	0.5%
TOTAL	2,329	100.0%
No Answer	9	

<i>Bus Transfers To Route:</i>	Number of Riders	Percent of Transfers	Percent of Total Riders
6	16	53.3%	0.7%
SCHB	7	23.3%	0.3%
HF	4	13.3%	0.2%
CF	3	10.0%	0.1%
Other	0	0.0%	0.0%
TOTAL	30	100.0%	1.3%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,559	69.7%	7	100.0%	18	54.5%	0		1,593	69.7%
6-10	488	21.8%	0	0.0%	15	45.5%	0		503	22.0%
11-15	125	5.6%	0	0.0%	0	0.0%	0		125	5.5%
16-20	55	2.5%	0	0.0%	0	0.0%	0		55	2.4%
21-30	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	11	0.5%	0	0.0%	0	0.0%	0		11	0.5%
TOTAL	2,238	100.0%	7	100.0%	33	100.0%	0		2,287	100.0%
No Answer	13		0		11		0		24	
Mean	6.1		5.0		7.3				6.1	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **State**

Blue Line

Expanded Results

<i>Egress Modes:</i>	Number of Riders	Percent of Riders
Walk	5,584	97.9%
Park 'n' ride	15	0.2%
Pick up	17	0.2%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	5,617	98.5%
MBTA Bus	29	0.5%
Commuter rail	0	0.0%
Other bus/shuttle	57	1.0%
TOTAL	5,703	100.0%
No Answer	25	

<i>Bus Transfers To Route:</i>	Number of Riders	Percent of Transfers	Percent of Total Riders
WTC	43	49.4%	0.8%
93	22	25.3%	0.4%
PLB	10	11.5%	0.2%
EMP	4	4.6%	0.1%
304	4	4.6%	0.1%
7	4	4.6%	0.1%
Other	0	0.0%	0.0%
TOTAL	87	100.0%	1.5%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	3,404	61.9%	0	0.0%	4	22.2%	0		3,412	61.6%
6-10	1,682	30.6%	0	0.0%	11	61.1%	0		1,693	30.6%
11-15	351	6.4%	0	0.0%	3	16.7%	0		354	6.4%
16-20	36	0.7%	0	0.0%	0	0.0%	0		36	0.7%
21-30	15	0.3%	0	0.0%	0	0.0%	0		15	0.3%
31-45	8	0.1%	0	0.0%	0	0.0%	0		8	0.1%
Over 45	4	0.1%	15	100.0%	0	0.0%	0		19	0.3%
TOTAL	5,500	100.0%	15	100.0%	18	100.0%	0		5,537	100.0%
No Answer	85		0		0		0		98	
Mean	6.2		120.0		9.1				6.5	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Government Center**

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	1,731	98.2%
Park 'n' ride	0	0.0%
Pick up	12	0.6%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	1,743	98.9%
MBTA Bus	19	1.1%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	1,762	100.0%
No Answer	7	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
93	19	100.0%	1.1%

Other	0	0.0%	0.0%
TOTAL	19	100.0%	1.1%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,194	71.8%	0		8	66.7%	0		1,202	71.8%
6-10	289	17.4%	0		0	0.0%	0		289	17.3%
11-15	150	9.0%	0		4	33.3%	0		154	9.2%
16-20	29	1.7%	0		0	0.0%	0		29	1.7%
21-30	0	0.0%	0		0	0.0%	0		0	0.0%
31-45	0	0.0%	0		0	0.0%	0		0	0.0%
Over 45	0	0.0%	0		0	0.0%	0		0	0.0%
TOTAL	1,662	100.0%	0		12	100.0%	0		1,674	100.0%
No Answer	69		0		0		0		76	
Mean	5.8				8.6				5.8	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Bowdoin**

Blue Line

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	2,475	98.4%
Park 'n' ride	34	1.3%
Pick up	6	0.2%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	2,515	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	2,515	100.0%
No Answer	0	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
------------------------------------	---------------------	-------------------------	----------------------------

Other	0		0.0%
TOTAL			

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,723	70.5%	15	45.5%	6	100.0%	0		1,744	70.3%
6-10	598	24.5%	0	0.0%	0	0.0%	0		598	24.1%
11-15	74	3.0%	0	0.0%	0	0.0%	0		74	3.0%
16-20	33	1.4%	18	54.5%	0	0.0%	0		51	2.1%
21-30	15	0.6%	0	0.0%	0	0.0%	0		15	0.6%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	2,443	100.0%	33	100.0%	6	100.0%	0		2,482	100.0%
No Answer	33		0		0		0		33	
Mean	5.6		13.1		2.0				5.7	

12. Destination Locations and Activities

These tables show where Blue Line riders end their trips, and what their activities were at each of those destination locations. This information is useful in defining the market area for each of the Blue Line stations and also understanding what kinds of trips are made on the Blue Line.

OVERVIEW OF RESULTS

Destination Locations

Because the survey ended before the afternoon rush hour, most of the station exits occurred at the four downtown stations, although Airport and Maverick also demonstrated a large amount of exit activity. As would be expected, due to the proximity of stations in the downtown area, Bowdoin, Government Center and State distribute the large majority of their passengers to the neighborhood in the immediate vicinity of the station.¹⁰ Aquarium station is at the junction of three neighborhoods and sends significant numbers of people to each of them. Some of the more distant destinations shown for each of the downtown stations represent people who were picked up or drove to their destination (see chapter 11).

In general, the pattern of the destinations from the non-downtown stations is less dispersed than the pattern of origins shown in chapter 2, mainly because there are fewer people exiting at the outer stations than there were entering during the survey period.

Destination Activities

At the downtown stations, the primary activity of exiting passengers was work, followed distantly by personal business and shopping. Aquarium station shows nearly 9% of its passengers, and 17% of its Waterfront-bound passengers, pursuing social and recreational activities. Many of these people were tourists going to visit the Aquarium, Quincy Market and other sites along the Waterfront.

Passengers exiting at non-downtown stations were either reverse-commuting to jobs outside of the downtown, or returning home from work early, or engaging in recreational activities. Maverick, Airport and Revere Beach were among the more

¹⁰The tables for Government Center and State in this chapter include only passengers exiting from the Blue Line to outside the system. See Appendix B for destination information for all passengers exiting at these stations.

important work locations, while Suffolk Downs and Beachmont were the most important social/recreational locations. At Airport, 37% of passengers cited "Other" as their activity, representing people who were about to board airplanes.

DESCRIPTION OF TABLES

Destination Locations

The left-hand portion of each table lists the cities, towns or neighborhoods which are the destination locations for trips ending at each Blue Line station. All destination locations are aggregated by city or town, except for those in Boston, Cambridge, Somerville and Brookline. Boston destinations were broken down into twenty-three neighborhoods, Cambridge destinations into five neighborhoods, and Somerville and Brookline into four each.¹¹ These neighborhood designations are shown in Figure 12-1. Riders destined to outside of Massachusetts are aggregated by state rather than by town.

The destination locations are listed in descending order by the number of riders. The report is set up to show a maximum of twenty-five locations. Survey responses which did not contain enough information to determine a destination town are included in the "Unknown" category at the bottom of the table. The percentages of riders in the second column of figures do not include the "unknown" responses.

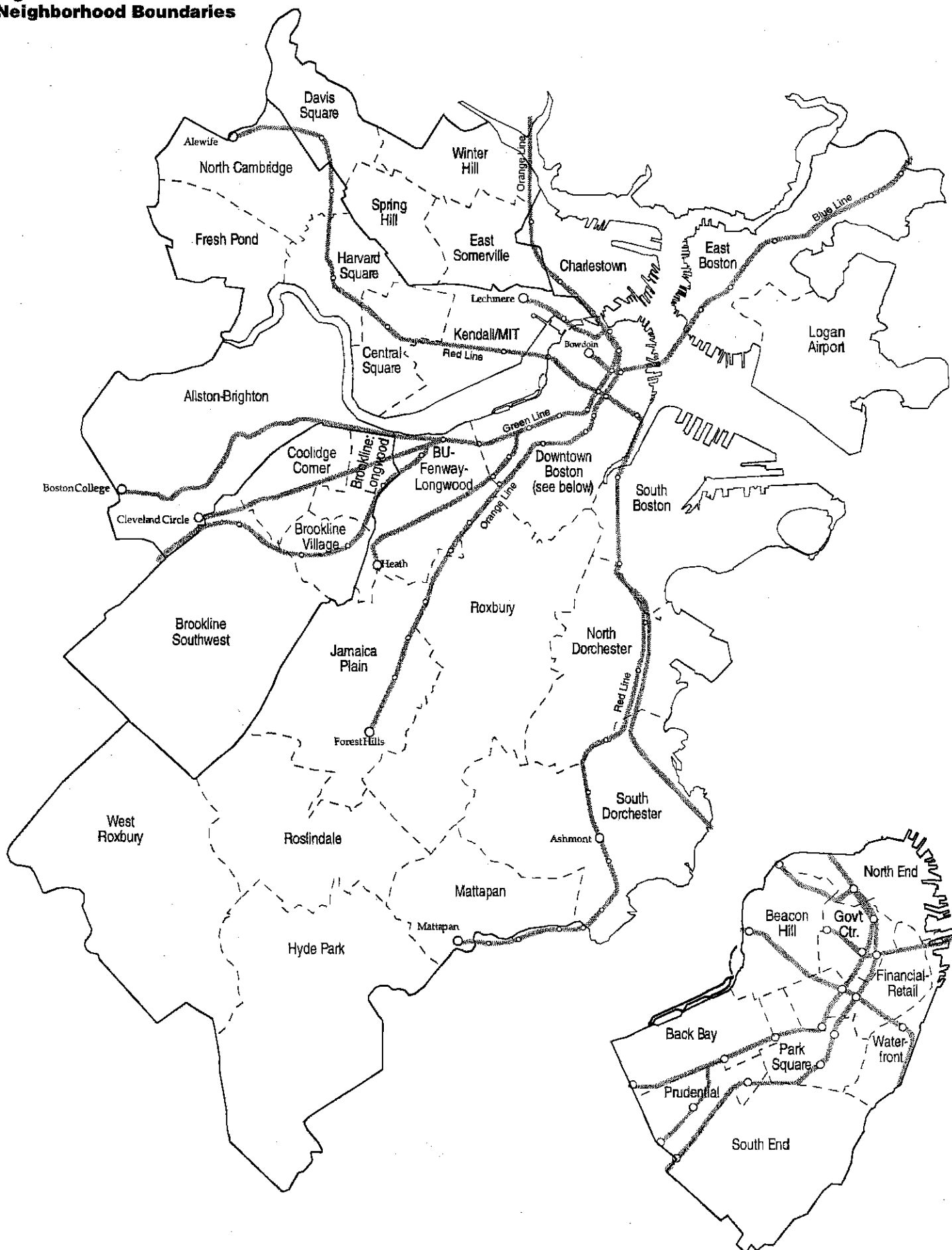
Destination Activities

The right-hand portion of the table breaks down the total riders for each location by the activities revealed in the responses to question 8a on the survey form. The breakdown is shown only in percentages rather than absolute numbers. It is possible to derive the number of riders for each activity by multiplying the percentage by the total riders for that location.

It is important to note that as one moves down the list of destination locations, the number of survey responses declines. For some of the less significant destination locations, the breakdown of activities may be based on only a few surveys, in some cases, only one or two. Thus, the percentage breakdown of activities is statistically valid only for the top few destination locations and the station total shown in the last line on the table. Also note that the survey data was expanded on the basis of boardings, not exits. Thus the number of exits shown at a station may not match the number one would get through a passenger count (see Appendix A for a full discussion).

¹¹The neighborhood designations for Boston are the standard ones used at CTPS for land use modeling. The neighborhoods for Cambridge, Somerville and Brookline were developed specially for the Systemwide Survey project.

Figure 12-1
Neighborhood Boundaries





MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Wonderland**
Expanded Results

Blue Line

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES					
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.
Revere	385	42.0%	76.5%		13.4%		2.0%	5.9%
Lynn	215	23.5%	41.3%		19.0%	20.3%		19.4%
Nahant	96	10.4%	74.4%					25.6%
Marblehead	65	7.0%	92.5%					7.5%
Swampscott	62	6.8%	100.0%					
Peabody	27	2.9%	100.0%					
Beverly	25	2.8%	100.0%					
Topsfield	24	2.6%	100.0%					
Saugus	15	1.6%	100.0%					
Everett	3	0.3%			100.0%			
TOTAL	917	100.0%	72.8%		10.4%	4.8%	0.8%	7.6%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Revere Beach**

Blue Line

Expanded Results

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Revere	269	82.1%	40.9%		50.1%			9.0%	
Nahant	17	5.1%	100.0%						
Marblehead	15	4.7%	100.0%						
Chelsea	15	4.6%			100.0%				
Lynn	12	3.5%	100.0%						
TOTAL	328	100.0%	47.0%		45.7%			7.3%	

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Beachmont**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Revere	330	89.2%	58.8%		14.0%	3.3%		23.9%	
Winthrop	22	5.9%	87.0%		13.0%				
Everett	12	3.1%			100.0%				
Boston: East Boston	7	1.8%			100.0%				
TOTAL	370	100.0%	57.5%		18.2%	3.0%		21.3%	

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Suffolk Downs**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Revere	173	54.4%	17.3%		16.0%			66.7%	
Boston: East Boston	132	41.5%	33.1%					60.2%	6.6%
Winthrop	13	4.1%			100.0%				
TOTAL	318	100.0%	23.1%		12.8%			61.3%	2.8%



MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Orient Heights**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Winthrop	508	67.3%	75.6%		23.3%	1.1%			
Boston: East Boston	227	30.1%	62.4%	1.3%	19.9%			16.5%	
Chelsea	19	2.6%				100.0%			
TOTAL	754	100.0%	69.7%	0.4%	21.7%	3.3%		5.0%	

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Wood Island**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: East Boston	175	91.1%	62.2%	8.6%	20.7%				8.6%
Winthrop	17	8.9%	100.0%						
TOTAL	192	100.0%	65.5%	7.8%	18.9%				7.8%

Unknown

0



MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Airport**
Expanded Results

Blue Line

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: Logan Airport	2,024	91.6%	5.7%	0.2%	49.5%	3.6%	0.3%	3.7%	37.0%
Boston: East Boston	184	8.4%	16.3%		47.4%				36.3%
TOTAL	2,209	100.0%	6.5%	0.2%	49.3%	3.3%	0.3%	3.4%	36.9%

Unknown 0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Maverick**
Expanded Results

Blue Line

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: East Boston	1,054	80.3%	41.5%	4.0%	39.5%	5.0%	5.4%	1.9%	2.6%
Chelsea	143	10.9%	58.2%	3.6%	33.8%		4.4%		
Revere	93	7.1%	91.6%			8.4%			
Nahant	16	1.2%	64.4%			35.6%			
Lynn	4	0.3%	100.0%						
Boston: Unspecified southwest	3	0.2%			100.0%				
TOTAL	1,313	100.0%	47.3%	3.6%	35.6%	5.1%	4.8%	1.5%	2.1%



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Aquarium**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: Waterfront	942	40.2%	1.0%	0.5%	74.5%	1.1%	3.2%	16.7%	3.0%
Boston: Financial-Retail	865	37.0%		1.9%	85.8%		7.1%	3.0%	2.3%
Boston: North End	329	14.1%		0.9%	82.6%	9.7%		3.5%	3.3%
Boston: Unspecified downtown	95	4.0%		4.5%	70.2%			7.0%	18.3%
Boston: South Boston	50	2.1%			100.0%				
Boston: Roxbury	20	0.9%		100.0%					
Boston: BU-Fenway-Longwood	11	0.5%			100.0%				
Boston: Government Center	10	0.4%			100.0%				
Boston: Beacon Hill	5	0.2%				100.0%			
Hingham	4	0.2%			100.0%				
Boston: Allston/Brighton	4	0.2%		100.0%					
Boston: Park Square	4	0.2%			100.0%				
Boston: Charlestown	3	0.1%			100.0%				
TOTAL	2,340	100.0%	0.4%	2.2%	79.6%	2.0%	3.9%	8.6%	3.3%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **State**
Expanded Results

Blue Line

City/Town/Neighborhood	Total Riders	Pct. of Riders	ACTIVITIES						
			Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	4,532	79.1%	0.2%	1.1%	87.3%	2.7%	5.3%	1.6%	1.8%
Boston: Government Center	470	8.2%		0.9%	84.6%	7.7%	3.6%	0.9%	2.3%
Boston: Waterfront	286	5.0%		2.5%	97.5%				
Boston: Unspecified downtown	118	2.1%			79.5%	6.1%	10.3%		4.2%
Boston: North End	76	1.3%			42.3%	24.1%	9.1%	24.5%	
Boston: South Boston	75	1.3%			100.0%				
Boston: Park Square	75	1.3%			88.3%			11.7%	
Boston: Back Bay	32	0.6%			52.0%	48.0%			
Boston: Charlestown	22	0.4%		17.1%	82.9%				
Worcester	15	0.3%						100.0%	
Boston: BU-Fenway-Longwood	11	0.2%			33.3%			66.7%	
Brockton	10	0.2%	100.0%						
Watertown	4	0.1%			100.0%				
Boston: Prudential	3	0.1%			100.0%				
TOTAL	5,728	100.0%	0.3%	1.1%	86.4%	3.5%	4.8%	2.2%	1.7%

Unknown 0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Government Center**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Boston: Government Center	1,399	79.1%	2.0%	2.4%	76.7%	7.6%	2.4%	1.6%	7.4%
Boston: Financial-Retail	74	4.2%			40.8%		52.5%	6.7%	
Boston: Back Bay	57	3.2%		6.6%	67.7%			25.6%	
Boston: Park Square	56	3.2%		6.7%	49.0%		44.3%		
Boston: Beacon Hill	35	2.0%				100.0%			
Boston: BU-Fenway-Longwood	35	2.0%		21.7%	49.6%	28.7%			
Boston: North End	33	1.9%		32.4%	35.1%		32.4%		
Boston: Waterfront	25	1.4%			100.0%				
Boston: Charlestown	19	1.1%			19.8%			80.2%	
Boston: Unspecified downtown	13	0.8%	100.0%						
Cambridge-Unspecified	13	0.7%				100.0%			
Boston: South Boston	8	0.4%			100.0%				
Boston: Roxbury	4	0.2%			100.0%				
TOTAL	1,769	100.0%	2.3%	3.3%	69.9%	9.3%	6.1%	3.2%	5.8%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Bowdoin**

Blue Line

Expanded Results

ACTIVITIES

City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop- ping	Social/ Rec.	Other/ Unknown
Boston: Government Center	1,651	65.6%	1.4%	2.0%	86.1%	7.3%	1.8%	0.5%	0.9%
Boston: Beacon Hill	733	29.1%	13.2%	0.4%	56.8%	27.0%	1.7%		0.8%
Boston: North End	63	2.5%			76.7%				23.3%
Boston: Financial-Retail	21	0.9%			100.0%				
Cambridge: Harvard Square	18	0.7%						100.0%	
Boston: Unspecified downtown	15	0.6%							100.0%
Boston: Charlestown	8	0.3%			100.0%				
Boston: Park Square	7	0.3%			100.0%				
TOTAL	2,515	100.0%	4.7%	1.4%	76.4%	12.7%	1.7%	1.1%	2.0%

Unknown

0

13. Summary of Comments and Suggestions

In addition to collecting data about the travel patterns and demographic characteristics of rapid transit riders, another purpose of the passenger survey was to elicit opinions about service quality. The direct questions on this subject, the results of which are presented in chapter 9, partly fulfilled this purpose. The survey form also provided a box for written comments and suggestions. The size of the box limited comments to a maximum of about 100 words, but a few passengers submitted extended comments on additional pages.

The comments were tallied manually. Separate tallies were made for every station on every line. The final results were computerized in a series of spreadsheets, allowing summaries to be made in many ways. In all, there were 3,634 comments on Blue Line survey forms. Not all surveys contained comments, but the number of comments tallied for each line generally exceeded the number of surveys, because some people made two or more separate comments. A summary spreadsheet of these comments is included in this chapter, following the discussion below of the most frequent comments.

It should be noted that, as with all of the survey responses, the comments are those of people that had chosen to use the service in 1994. They do not include opinions of potential riders that chose not to use the system for various reasons. The comments are largely negative, although often constructive. This was to be expected, as people with complaints are generally more vocal than those satisfied with the status quo. It is likely that negative perceptions held by people that use rapid transit service are held to an even stronger extent by those that could use it but do not. Hence, correcting problems cited, where feasible, is important for attracting new riders as well as retaining present ones.

The method used for tallying comments did not permit the application of expansion factors. The overall sampling rate was 13%. Assuming that the comments are representative, the overall expansion factor for them would be 6.7.

For purposes of analysis, the tallied comments were divided into 11 categories. They are presented below generally in descending order of the number of comments from Blue Line passengers. In addition to these categories, 94 people made general positive comments about MBTA service and the Blue Line, such as "Excellent work" or "Good job!" and 38 people made general negative comments, such as "Poor service."

Service and Schedules

The largest number of comments and suggestions received (946 out of 3,634) pertained to service and schedules. This number was equal to 26% of all Blue Line responses. The actual percentage of respondents that made such comments was somewhat lower, since some surveys contained several different ones.

Most of the comments under this heading fall into two categories: complaints about delays and unreliability, and requests for more service. Beyond these major categories, there are a number of other comments, each of which had generally fewer than ten incidences.

Complaints about Delays

During the time the passenger surveys were being distributed, and for a period prior to that, a new signal system was being installed on the Blue Line. Due to the work involved in installing such a system, service delays on the Blue Line were common. As a result, more than four hundred comments (nearly 12% of the total) were related to these delays, whether complaining about delays in general, referring to the signal problems specifically, or noting that travel time was too long. This issue was the single most common one among all Blue Line comments.

Requests for More Service

The next most common type of comment was a request for more service, with nearly 350 instances. Seventy-seven people asked for more service in general, and smaller numbers asked for more service at a specific time of day, in the following order: late night (62), PM peak (56), AM peak (34), evening (15), weekend (12), midday (12) and early morning (8). There were also a number of requests for express service from or to specific stations.

Other Frequent Comments

The following are the other specific comments that were mentioned by more than ten people:

- Although overcrowding is a function of delays and not having enough service, 69 people mentioned it specifically as a significant problem on the Blue Line.
- Twenty-eight people requested that Bowdoin station not be closed permanently, as is the current plan. Another four people asked that it be open the same hours as other Blue Line stations.
- Nineteen people asked that trains be rerouted less often. Several people also dislike the policy of taking trains out of service at Orient Heights.
- Nineteen people requested better coordination of bus and train schedules and another nine requested better schedule coordination between trains at transfer points.

Station Facilities

Comments about station facilities were the next most common, accounting for 12% of all Blue Line comments. Most of these comments fall into two categories: complaints about uncleanliness and requests for station amenities.

Complaints about Uncleanliness

As mentioned in chapter 9, the ratings in question 22 on the survey for station cleanliness and station condition were generally below average. The survey being conducted just prior to a major renovation program meant that most of the stations were in poor condition. This situation was also reflected in the written comments. More than 160 comments were made asking the stations to be cleaned, whether in general or for specific reasons.

Requests for Station Amenities

Nearly as many people made requests for new or enhanced amenities at stations, including elevators and escalators, public restrooms, recycling facilities, more seats, public telephones and so on. In addition to these comments, the only other comment in this heading with more than ten incidences was a request to repair escalators and elevators and to ensure that they are operating at all times.

Train Equipment

Comments about Blue Line vehicles accounted for nearly 10% of all comments. Unlike the headings discussed above, the train equipment heading does not lend itself to subdivision into major categories. Rather, there were a number of complaints which were frequently cited, as follows:

- Not enough seats available (45)
- Maintain better/clean more often (38)
- Wheels screech (32)
- Rattling/shaking (17)
- Problems with temperature control (14)
- No eating/drinking on trains (14)
- Trains let in rain/cold/snow (14)

Personnel

This heading includes comments on the performance of drivers and inspectors, and also suggestions on which aspects of service MBTA personnel should focus their attention. Of greatest concern to survey respondents was the lack of enforcement of the no smoking policy. More than 3% of all comments (119) related to unpunished violations of the smoking ban by passengers, drivers, inspectors, token booth collectors and other workers on the platform. The high incidence of these comments partly reflects that the MBTA had announced and highly publicized a crackdown on smoking in the months prior to the survey.

Thus the riders were more sensitized to violations of the ban than they would have been otherwise.

Significant numbers of respondents complained about a lack of courtesy on the part of MBTA personnel, as well as a lack of knowledge about the MBTA system and schedules. There were also several passengers commending specific individuals or asserting that most MBTA personnel perform their jobs well.

Twenty people wrote that drivers should hold the doors open for approaching passengers. Many more people complain about delays in service. It is likely that many more people would benefit if doors were closed more quickly than if they were held open longer.

Security/Safety

As was mentioned in chapter 9, personal security was a major concern for many Blue Line passengers. Thus, there were over 250 comments on this aspect of service (7% of all comments). Most of the comments under this heading asked for more security, including more police presence, better lighting and more thorough control of loitering. No particular station stood out as either safer or more dangerous than the others.

Information/Announcements

Most passengers who commented on this aspect of service felt that they were not adequately informed. To a large extent, they blamed this situation on inferior public address equipment and inferior diction on the part of announcers, claiming that announcements on platforms and on trains were unintelligible. However, they also feel that delays are not adequately explained and that more information about the duration of delays should be given to passengers waiting in and entering stations. Approximately 7% of all comments were concerned with information and announcements.

Fares and Fare Collection

Comments under this heading accounted for only 2.1% of all responses. There were a number of individual comments about fares, but most were mentioned by only a few people. The main concerns of people with respect to fares were that the fare collection system was slow, cumbersome and prone to breakdown, and that the fares were too high. Several people complained about broken turnstiles and pass-readers. Others asked that passes be more readily available.

Parking Facilities

Comments on parking also accounted for a small percentage of all comments. Most of the people that expressed some opinion about parking felt that the

parking supply was insufficient. Several people felt that parking was too expensive and that the lots should be cleaned and better maintained. There was also a call for better bicycle facilities at Wonderland.

Comments on Blue Line Construction

With the start of the Blue Line modernization program only a few weeks away, 200 Blue Line riders expressed concerns about replacement service during the time the outer stations were closed. Another 27 felt that the MBTA had not communicated with the riders adequately about the construction and temporary service. A few people offered praise for the replacement service and noted that the Wood Island construction was going well.

Votes for Route Extensions

Many riders requested extensions to the Blue Line. Over 100 people expressed interest in extensions to the north, with approximately half specifying some northern terminus, including Lynn, Salem, Peabody, Danvers, Swampscott and Beverly. Six people mentioned the extension of the Blue Line to meet the Red Line at Charles Circle. A few people mentioned other projects such as the Urban Ring, the North-South Rail Link and the Old Colony project.

Other

This heading contains a number of comments on a wide range of subjects, not necessarily pertaining to the Blue Line. The first few comments pertain to the MBTA's telephone information service and the complaint line. Only 2 of the 45 comments are positive. Comments on the other subway lines made by Blue Line passengers are not included here but are included in the other volumes of the Systemwide Survey report.

Summary of Comments and Suggestions

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
General praise-Good job, Excellent work, etc.	94	5	8	11	5	19	13	6	12	4	4	5	2
General complaints-poor service, etc.	38	1	1	1	1	5	1	5	5	4	8		6

Service and Schedules

Complaints about Delays

Too many delays in general	158	1	6	1		2	7	28	20	3	19	15	56
Fix signal problems	91			1		3	1	9	28	4	10	7	28
Overall travel time too long	70	4	1			2	5	30	6			1	21
Winter delays made T unreliable/inconvenient	45	2	1		1	3		4	10	2	6		16
Dependability going downhill	38							5	3				30
Post schedule and keep to it!	9	1	1	1					1			5	
Disabled trains hold up service too long	8		1				1	6					
Trains should maintain constant speed to next station	4						1	1				1	1
Testing signals causes people to miss bus connections	1										1		

Requests for More Service

Need more frequent service overall	77	2	1	2	1	11	5	13	14	1	10	7	10
Need more late-night service, esp. on weekends	62		1	9	2	12	13		4	2	4		15
Need more PM peak service	56		1	3	1	6	3	6	14	2	8	2	10
Need more express service to/from station specified	50		2	1		2		2	6			1	36
Need more AM peak service	34			1		5	1	3	8	2	6	1	7
Need more evening service	15			1	1	3				1	1		8
More week-end service	12			1	2	1	3				1		4
Need more mid-day service	12				2	1	2		2	1			4
Need 24 hour service for trains and buses	7			1	1	1	1			1	2		
Need more early morning service	4				1				1			1	1
Start earlier in AM- especially on weekends	4				2		2						
Wonderland-start first train at 5:10 am	1					1							
Express train for passengers going to Airport	1					1							

Other

Trains are overcrowded in general	69		2	1		3	10	20	3		11	6	13
Don't close Bowdoin station	28	22				1					2		3
Less rerouted trains	19					1		1	4	1	4	6	2
Bus schedules and train schedules should be coordinated	19					2			1		2	1	13
Train schedules should be coordinated at line transfer pts.	9		1	1					2				5
Too many trains run express past specified station	8	4										2	2
Need better connections from Boston stations to airport	6								3				3
Don't privatize	5			1		1		1					2
Too many Green Line trains short-turn before North Sta.	4												4
Bowdoin-keep open at all times	4	2				1	1						
Making riders get off at Orient Heights to wait 10 minutes for another train is rotten	3						1				2		
Wonderland trains wait too long before leaving	2										2		
Send more empty trains to Maverick	2							1			1		
Privatize	2												2
Provide shuttle buses from Lynn garage to the Blue Line	1												1

Summary of Comments and Suggestions

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
Service and Schedules continued													
Miserable connection from Blue Line to South Station	1						1						
Indicate if running to Orient Heights or Wonderland	1											1	
Train goes too fast between Maverick and State street	1										1		
Stop empty trains from by-passing Government Center	1											1	
Open Suffolk Downs weekend mornings	1					1							
Prevent too many people from boarding a train	1					1							
Station Facilities													
Complaints about Uncleanliness													
Clean stations more often in general	80	2	3	6	2	7	5	5	17	6	3	4	20
Clean station because of urine smell	43	2	2	1	5	3	2	3			3	3	19
Clean station because of dirt, garbage, etc.	25	2			1	1						2	19
Clean bird droppings	8									5	2	1	
Clean station of graffiti	3					1				1		1	
Clean all platforms - they are filthy	2				1			1					
Clean tracks	1											1	
Spruce up entrance courtyard	1					1							
Requests for Station Amenities													
Install elevators/escalators - Handicap access in all stations	39			2	1	18	6	2	5	1	2		2
Need escalator for passengers with baggage	25				1	2	2		17		1	1	1
Install public restrooms in stations	21		1	3		2		2	1			2	10
Station has inadequate shelter	17					1			2	4	2	2	6
Inadequate ventilation	10					2					1	1	6
Install newspaper/magazine recycling facilities	10			7		1							2
Lack of seats on platform	9					3		1				2	3
Install public telephones	6					2	2		1		1		
Install automatic token machines	4					1			1		1		1
Install clocks in the stations	4		2	1		1							
Create drop-off/pick-up lane for passengers	3								3				
Airport station should be wheelchair accessible	3						3						
Install more stairs	2									2			
Larger escalators	2					2							
Bring food vendors and shops to all stations	2					2							
Put mail boxes and more concessions in stations	2			1		1							
Plant trees and shrubs around station	1					1							
Other													
Fix escalator/elevator - Operate them at all hours	59		1		24	11	1	2	7			3	10
Inadequate snow removal from platforms and walkways	6					2				1	1		2
Get rid of street musicians	4		1		1	1	1						
Airport station is ugly, gives bad first impression of Boston	2						2						
Likes musicians in stations	1							1					
Put colored strips on edge of steps	1			1									
Replace worn yellow lines along platforms	1								1				

Summary of Comments and Suggestions

Station Facilities continued

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
Remove lead paint	1											1	
Do something about the rodent problem	1		1										
Turn off lights in the day	1							1					
Upgrade lighting to save energy	1		1										
Likes the new lighting at State street	1										1		
Rope off bench when cleaning with bleach	1											1	
Stairs are slick in bad weather	1									1			

Train Equipment

General comments on trains negative	51												51
General comments on trains positive	29												29
Not enough seats available	45	1				4	5	14	8	1	3	5	4
Trains' wheels screech	32		6	7	1	4	1		3		1	1	8
Better maintenance	25					1		5	1			2	16
Clean cars	21		1	2	1				1			1	15
Complaint about rattling/shaking etc. of cars	17			5		5			2				5
Complaint about temperature control/ventilation	14		1		1	3			1	1		1	6
No eating or drinking on trains	14			1	11	1			1				
Trains let in rain/snow/cold	14			1		1			3			1	8
Seats are dirty	12			2		1			3				6
More doors should be open at stations	11	1							4				6
Provide a baggage area on all Blue line trains	11					3				1	1		6
Seats are too narrow	7					1			1		1		4
Have starter prevent passengers from blocking doorway	6			1		4					1		
Complaint about jerky stops/starts by driver	4			2				1				1	
More new trains should be used; old ones taken out of use	4					1						1	2
Train should have more cars	4					3		1					
Keep panhandlers off trains	3				3								
Provide one special car for people with luggage	3	2		1									
Put music on trains	3		1			1					1		
Add pregnant to Handicap-Elderly seating signs - enforce	2										2		
Bikes should be allowed on trains	2	1			1								
More poles/handles/straps for standing passengers	2										1		1
Too many signs of vandalism	2												2
Trains smell	2			1	1								
All trains should have air conditioning	1					1							
Install phones on trains	1											1	
Need trash receptacles on trains	1					1							

Summary of Comments and Suggestions

Personnel

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
Enforce smoking ban for passengers, drivers, inspectors and workers on platform	119	1	7	17	1	21	6	9	14	1	5	9	28
Lack of courtesy/skill in dealing with the public	59		2	7		9	4	5	17	2	2	5	6
Lack of knowledge of train schedule/system	33					4	3	3	1	1	1	1	19
Drivers should hold doors for approaching passengers	20			1	1				9	1	3	1	4
Most are great, but a few are terrible	13					2			1				10
Commendations for specific individuals	11		7			3						1	
Overall commendations	9	2	1			2		1				2	1
Complaints about specific individuals	9					1	1	1	1				5
Inspectors should be on platforms at all times	9						1		3				5
Overall complaints	8					3	1	1				1	2
Inspectors or workers should ride in train cars	6						1	1					4
No loud radios	5					3					2		
Poor personal appearance/hygiene	3												3
Enforce no spitting in subway	2					2							
Drivers should ask passengers to clear doorway	2		1				1						
Less socializing in train operators booth	2										1	1	
Enforce no eating/drinking in station	1		1										
Use people on welfare to clean trains and stations	1			1									
Employees doing late night track repairs swear	1										1		

Security/Safety

Inadequate security for passengers in station, esp. at night	46	3	1	2	1	11	7	4		2	4		11
Add more security in general	42	3	4	2	2	6	4	6	1		5	1	8
Vagrants/loiterers present; should be removed	25	2	1	2		4		2				3	11
More lighting in station	21		1		3	4	3		1	1		1	7
Security should be present on all platforms at all times	20	11		1			5	3					
Inadequate personal security while in parking lot	18						2				3		13
Police officers should ride in all trains	17	2		3		2	3	5			2		
No unauthorized vendors	13					1		1			1		10
Inadequate protection from vandalism & theft in park. lot	11						3			3		1	4
Objectionable passengers should be ejected from trains	11				1	2		2					6
Fines for swearing	7					1	2	3			1		
Insufficient lighting in the parking lots	6								4				2
Security is sporadic	3	1					1	1					
Put observation cameras in stations to cut down on crime	2						1					1	
Walkway to station is isolated- especially at night	2						2						
Unsafe boarding conditions	2												2
Behavior of teens using T is deplorable - need to be policed	2			1		1							
Drug dealers hog the phone at "Beach"	1	1											
Need police call boxes in every station	1						1						
Post "No loitering" signs and enforce	1			1									
Security goofs off/doesn't pay attention to station/platform	1	1											

Summary of Comments and Suggestions

Information/Announcements

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
PA announcements are unintelligible on trains	51	2	3	4	3	8	2	1			9	1	18
PA announcements are unintelligible at stations	47	2		5	3	7	2	1			9	7	11
Conductors don't explain delays to passengers	38	1		1		2		3	10		4	1	16
Provide info about delays to waiting people at stations	27			1	1	1		3	8		4	2	7
Provide information about duration of delay	20		1		1			4			1	2	11
Conductors don't announce stops	18		5	1			2		1		1		8
Remove recorded PA announcements in stations	12		5	1					6				
Timetables aren't available at stations	11						1	2					8
Tell the truth when service is delayed	10				1	2		1			1		5
Provide delay and commute info through radio stations	6							1	4				1
Remove TVs from stations	4		1	1		1			1				
Offer schedules in braille	3					2					1		
Have a blackboard at token booth to warn people of delays	2				1	1							
Install suggestion boxes in stations	2					1						1	
Need better lost and found information	1							1					
Have an electronic map display at all stations	1					1							
Tell passengers if train is becoming express	1												1
Use TVs to display train arrival	1			1									
Put signs in airport directing people to MBTA	1						1						

Fares and Fare Collection

Fix pass-reading turnstile	17		1	3		1			3				9
Token lines too long/slow	11										1		10
Passes too expensive	9			1		4			1	1	1		1
Operate gate for passes during rush hour	8								2				6
Token fares are too high	7					1			1	1	1	1	2
Better fare rates for diasabled /elderly	5			1	1	2					1		
Don't raise fares again!	5					1	2					1	1
Passholders should get a larger discount	5		1			1			1			1	1
Wants machines on trains that allow dollar bills to be used	4		1		1	1	1						
More turnstiles	2						1				1		
Create a ride free day	2			1									1
Passes should be sold at all stations	2								2				
Passes should be sold later in the month	2				1	1							
Post notices when passes are sold out	2				1				1				
Raise fares to a \$1.00	2				1	1							
Should have students fares for college students	2		1			1							
Token booth's money exchange opening too small	2										2		
Wants a monthly pass for the disabled	1			1									
Clarify to visitors that a visitor pass covers 3 or 7 consecutive days, not any 3-7 days	1						1						
Should have family passes	1					1							
Suffolk Downs should have token booth both sides	1					1							

Summary of Comments and Suggestions

Fares and Fare Collection continued

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
Need children's visitor passes	1		1										
Not enough token booths open at peak hours	1					1							
Put pass reading turnstiles towards center-away from token booths, to prevent jamups, especially at Government Center	1										1		
Pass outlets should accept checks and credit cards	1				1								
Compensate passholders for winter delays	1										1		
People only put 5 cents or 10 cents in Airport turnstile	1		1										
Provide discounts on multiple token purchases	1						1						
Should have discount pass for traveling groups	1						1						
Turnstile at top of escalator hard to move	1					1							
Need more than one window at Government Center	1		1										
This is the most outdated service in the world for paying fares and for transfers	1		1										
Wants a pass for 10 or 20 rides	1											1	

Parking Facilities

Insufficient parking available in general	27			1		3	1	3	3				16
Parking fees are too high	9					2				1	2		4
Need better bicycle parking facilities	9												9
Parking should be free	7			1		1				2			3
Clean parking lot	6			1									5
Inadequate snow removal in lots	5								2				3
More spaces should be reserved for local residents	4								1		1		2
Problems with walking paths from cars to platforms	4								1				3
Stop illegal parking in fire lane at Orient Heights	3								2				1
Payment system should be tied in with pass payment	3								1		1	1	
Too many spaces for MBTA employees	2								1				1
Cars broken into and broken glass at Airport lot every day	2						2						
Rude parking attendant	2												2
Inconsistency in parking policy between T and town lots	2												2
Too many spaces are reserved for local residents	1												1
Wonderland should have a bridge connecting the parking lot with the station	1									1			
Should open earlier	1									1			

Comments on Blue Line Construction

Concerned about service during construction	200					2		2	29	2	11	4	150
Inadequate communication about construction and temporary service	27							3	1		1		22
Praise for continuing service during construction	5							3	1			1	
Good service during Wood Island construction	4							4					
Wants more options during construction other than buses	3							3					

Summary of Comments and Suggestions

Votes for Route Extensions

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
Blue Line North Shore Extension	59					1		3	2				53
To Lynn	20					1							20
To Salem	8												8
Beyond Lynn	8												8
To Peabody	7										1		6
To Charles-MGH	6	1			1	1	1				1		1
To Danvers	4												4
Urban Ring	3			1		1			1				
To Winthrop	3								3				
North Side - South Side Rail Link	2								2				
To Swampscott	2												2
To Marble Head	2												2
Old Colony (Plymouth/Middleboro/Greenbush)	1				1								
To Route 1 North	1												1
To Beverly	1												1

Other Comments

Telephone Information Service/complaints

Never responded	11						1	1	4	1	1	2	1
Was unsatisfactory	11				2	1	1			1	1		5
Was rude	7							1	1			2	3
Phone lines always busy or not answered	6								1			1	4
Should respond in a timely manner	5						1	1					3
Voice mail menu is too long	3				1	1					1		
Was terrific	1								1				
Was satisfactory	1									1			

Miscellaneous

Glad T is doing this survey	8		1			3	2	2					
Get rid of pigeons	5								4				1
Wants \$1 fare ferry from East Boston	4					4							
Even with its problems, the Blue line is the best	2							2					
Need a ferry from Winthrop to Boston	2												2
Question 9A on survey is confusing	2					2							
Survey was too confusing	2		1			1							
Please approve ferry between North End and East Boston	2				1	1							
Be fiscally responsible	1					1							
Change sound when train leaves station	1					1							
Commuter Rail need more frequent service in general	1												1
Commuter Rail reduce fares	1												1
Fix the weld broken on the ferry dock in Charlestown	1		1										
Frequently hit by backpacks	1					1							
Have a handicap awareness month	1					1							

Summary of Comments and Suggestions

Other Comments continued

	Total	Bowdoin	Govt. Center	State	Aquarium	Maverick	Airport	Wood Island	Orient Heights	Suffolk Downs	Beachmont	Revere Beach	Wonderland
Lower cost of ferry	1				1								
Need better signs giving directions	1					1							
Overweight woman wants gate open for her by all employees, since she can't fit through turnstiles	1					1							
Parking at Ipswich is inadequate	1			1									
People put belongings on seat	1										1		
Post signs about passenger courtesy and manners	1					1							
Post signs about sexual harrasment	1					1							
Provide delay slips for people who are late for work	1												1
Provide more information for foreign tourists	1		1										
Should have more room on survey for comments	1					1							
Some big people take up two seats	1										1		
Some men touch women's rear end on train	1					1							
Run T water shuttle more frequently during rush hours	1		1										
Track repairs are noisy and should not be done late at night	1										1		
Use reduced car insurance rates to promote riding the T	1												1
Wants express bus schedules available at all stations	1											1	

Appendix A: Survey Distribution, Response, Processing and Expansion

SURVEY DISTRIBUTION

Summary of Distribution Strategy

The first step in designing the distribution strategy was determining the time span of survey distribution. In the previous systemwide survey, conducted in 1978, survey forms were distributed over the entire day, from 6:00 A.M. to midnight. The response rate to the survey was high in the morning and midday period (35 to 43%) but dropped dramatically in the P.M. peak and evening periods (11% and 10.6% respectively). The primary reason for the lower response rate in the afternoon and evening is that most of the people entering the system late in the day are the same people who entered early in the day, just making the return trip.

Given the experience of the 1978 survey, it was decided for the sake of efficiency that the 1994 survey would attempt to reach passengers only on the first half of their trip. CTPS determined that it would be possible to reach minimally 75% and more likely 85% or more of all passengers by surveying from the early morning to just before the P.M. peak period (3:30 P.M.). It was recognized that this strategy would exclude riders who make one-way trips or round trips starting after 3:30 P.M. Common trip purposes in these hours include travel to night-shift jobs, to evening classes, to theaters, or to sporting events. The latter two trip purposes are non-repetitive, at least on a daily basis. Past experience has been that most passengers making such trips do not answer surveys, either because they are the same people who took trips earlier in the day, or because, as occasional riders, they consider themselves to be non-representative. Based on the strong likelihood of a low evening response rate, surveying during and after the P.M. peak was judged to be not cost-effective.

At subway stations on the Red, Orange, Blue and Green Lines, surveyors were located immediately inside the turnstiles. They were instructed to offer surveys to all passengers entering the station. On the surface Green Line, a mixed strategy was employed. On the B, C and E lines in the inbound direction, surveyors were located on the cars immediately behind the driver and were instructed to offer surveys to all passengers boarding the car. In the outbound direction, surveyors were instructed to choose the door through which most passengers were boarding and to hand surveys to those passengers. In addition to these on-board surveyors, the three or four stops with the largest number of

outbound boardings were covered by surveyors standing on those platforms offering surveys to all passengers waiting for outbound trains. On the D Line, surveyors were located on the station platforms and offered surveys to passengers waiting for trains in both directions. On the Mattapan trolley, surveyors were located on the cars and were instructed to offer surveys to all boarding passengers in both directions.

Results of Survey Distribution Strategy

The distribution strategy generally achieved its purpose of making survey forms available to all passengers boarding the four rapid transit lines during the survey period, with the exception of the Green B and C lines. At subway stations, staffing was adequate to be able to offer a survey to most entering passengers. Occasionally, with the arrival of several buses simultaneously or a commuter rail train, the rush of passengers made it impossible to offer forms to passengers individually. However, between the large placards reading "Passenger Survey Today" and the survey attendants calling out, "MBTA survey," or the like, most passengers were aware of the survey as they came through the turnstiles, and anyone who wanted to get a survey form could easily obtain one.

On the Green Line surface branches, the strategy of having surveyors distribute forms on board led to some cars being missed due to delays in service. Unlike the Mattapan trolley, where surveyors could stay on one car through entire round trips, on the Green Line, inbound surveyors had to alight from their train before it entered the subway and return outbound to the end of the line on a different train. Any delays in outbound service would make it likely that one or two inbound trains would have no surveyors on board.

The effect of the irregularity of Green Line service was that 35 of 62 inbound cars on the outer portion of the B Line (Boston College to Harvard Ave) were not surveyed in the A.M. peak and 23 of 104 cars were not surveyed from 8:45 A.M. to 3:30 P.M. On the inner portion of the B Line (Fordham Road to Blandford Street), approximately 16 of 60 cars were not surveyed in the A.M. peak and 40 of 100 cars were not surveyed during the rest of the day. On the C line, 18 of 50 cars were not surveyed in the A.M. peak and 14 of 76 cars were not covered during the rest of the day.

In spite of the number of cars not covered on the B and C lines, the number of surveys handed out and the number returned were both large enough to achieve the same degree of statistical significance as the other rapid transit lines. The missed cars were distributed randomly enough so as not to bias the results.

SURVEY RESPONSE

Overall Response Rates

For the 1994 rapid transit survey, over 140,000 forms were distributed, including roughly 3,000 surveys handed out in the three foreign languages available: Spanish (1,000), Chinese (1,500) and Haitian Creole (500). Of the total number distributed, over 40,000 forms were returned for a response rate of 28%. Of these, 38,877 were completed sufficiently to include in the database. At the time, ridership during the survey period (6:00 A.M. to 3:30 P.M.) was about 270,000, so the overall sampling rate was 14.4%.

Surveys were returned to CTPS primarily through the mail. Roughly 32,000 respondents, or nearly 80%, took advantage of the Business Reply Mail option. The other 8,500 people returned their forms in the MBTA's red collection boxes, handed them to surveyors or delivered them personally to CTPS.

The response rates varied significantly by language. The response rate for English surveys was very close to the overall response rate of 28%. For the other languages, the response rates were disappointingly low: 6.4% for Spanish, 4.6% for Chinese, and a miniscule 0.5% for Haitian Creole (only three usable responses). The low response for the foreign language surveys is partly due to the fact that a number of people took both an English and a foreign language form and probably returned only the English form. It is likely that many of the people who took the foreign language forms did so out of curiosity rather than out of a lack of English skills.

Factors Affecting Response

The aim of the survey distribution method was to obtain a representative sample of riders. For surveys in general, the two main impediments to obtaining a representative sample are 1) distributing forms to a randomly selected subset of the population and 2) ensuring that the responses are not skewed toward any particular segment of the population. In the 1994 rapid transit survey, CTPS attempted to overcome the first impediment by offering the survey form to all passengers rather than a selected subset. As to the second impediment, there is unfortunately no way short of making the response to the survey mandatory (like the US Census) to ensure a representative cross-section of the riding public.

Although forms were offered to as many passengers as possible, up to 40% of passengers overall did not accept the form. From experience in the field, it did not appear that passengers' age, sex, race or apparent income or profession significantly affected whether they accepted the form. Rather, the single most important factor determining whether they accepted the form was whether the person in front of them accepted the form. Throughout the system, day after day, surveyors would have the experience of having thirty people in a row

accepting surveys and then the next twenty people refusing them. Assuming that those thirty people did not all share some set of characteristics which distinguished them from the population in general, likewise for the twenty following, then this pattern of survey form acceptance should not bias the results.

Another factor affecting the acceptance rate of surveys was whether a train was arriving when the passenger came through the turnstiles. If such was the case, the passengers began to run and very few of them took forms. This effect may have led to an underrepresentation of people with a wait time of zero minutes (question 6, see chapter 3).

When people traveling together (couples, families, classes) entered the station, often only one member of the group accepted the survey. If that person actually returned the form, that group may be adequately represented, given the overall response rate. However, if that person did not respond, then it is likely that the characteristics of that group are underrepresented.

With respect to the foreign language surveys, the acceptance rate of survey forms may have been low because non-English speakers may not have understood what it was that was being offered to them. Surveyors were not trained in how to say "MBTA survey" in Spanish, Chinese and Haitian Creole. If the passengers did not make the effort to glance at the form, then they probably would not have known it was a passenger survey.

On the more difficult issue of survey response, it must be recognized that the respondents most likely do not represent a perfect, or even very good cross-section of the ridership. This becomes more of a problem the more finely the survey results are broken down. For stations with a large number of responses, the aggregate results are probably reasonably representative for most of the survey questions.

For all surveys of this type, it is always true that some groups of passengers have higher propensities than others to fill out and return the survey. It is also the case that some groups are more able than others to fill out the form properly. For example, direct observations by survey distributors showed that students under age 17 were particularly likely either to ignore the surveys or to try to make up humorous answers. Several groups of students accepted forms but then proceeded to tear them up. Young children in general did not take survey forms and would be unlikely to be able to answer them correctly. Elderly passengers usually accepted the forms and many returned them; however, a disproportionate number of the unusable forms were from people 65 and older.

Transit surveys usually show a very high percentage of people making work trips, as does this one. Although this is partly due to the span of time of the survey distribution, it is likely also due to overrepresentation of commuters among survey respondents, especially people in white collar occupations.

Observations by survey attendants noted that on the train, it was mostly the people with business suits and briefcases who were filling out the forms. The very high proportion of people who marked "Professional" for their occupation in question 15 lends some credence to this claim.

There may also be some bias in the results with respect to travel patterns. To the extent that people filled out the survey form on the train, passengers who took short trips would have had less time to complete the survey and may have a lower response rate. Short trips may therefore be underrepresented in the results. Passengers who got seats were probably more likely to fill out the form; in general response rates from the outermost stations on each line were the highest. This effect does not necessarily entail any bias in the results. Judging from the large number of surveys that were returned well after they were handed out, it would appear that many people completed their forms after their trip on the MBTA; this delay would mitigate the effects described above.

Assuming the worst case, that segments of the ridership are seriously underrepresented or overrepresented, one is left with the fact that the survey results as presented in this volume represent only a portion of the MBTA's riders. The fact that the sample size is large helps to mitigate, to some extent, problems of representation. Unfortunately, there is no way to ensure a representative sample.

PROCESSING THE SURVEYS FORMS

Before they could be entered into the computerized database, the 39,000 survey forms had to be coded and in many cases, "cleaned." The coding was a straightforward process of assigning four-letter codes for station names, MBTA bus route numbers or private carrier codes for any bus routes and so on. The cleaning of the surveys was a much more involved process.

The survey form was ambitious in that it attempted to obtain as much information about the respondent's trip as possible. Every effort was made to be clear about what was being asked, but nonetheless, many people misunderstood or did not take the time to read the questions carefully.

The most common error was answering the survey for a round trip, rather than for the one-way trip that was requested. Thus many people claimed to be leaving the system at the same station at which they entered and to be going from home to home. Similarly, many respondents claimed to be using park 'n' ride for both their access and egress trips. While this is theoretically possible, it is very rare, especially when the destination address is in the Financial-Retail District only three blocks from their station of exit.

Surveys for which it was not possible to determine the entrance and exit stations with some surety were discarded. Based on other answers, such as boarding

time, age and profession, it was usually possible to convert home-to-home trips into home-to-work or home-to-school, etc. Park 'n' ride egress trips were usually converted into walk trips, especially for trips to the downtown area.

Another common error was linking several trips together rather than answering about the particular boarding for which the passenger was surveyed. This error was especially common among people making midday trips, partly because the survey was worded with the first trip of the day in mind. Thus someone who was making a lunchtime trip from Park Street to Copley answered that he drove 35 minutes to a commuter rail station, even though the origin address was on Winter Street in Boston. In this case, the drive access trip was likely for his commute into work that morning rather than to get to Park Street from Winter Street, a three minute walk at the longest.

A number of people neglected to fill out the boarding time. This information was important in the expansion process (see below) and thus some time had to be assumed. Since the survey forms were generally handed out in numerical order, responses without boarding times were assigned the same time as the forms around it. Some series of numbers had a wide variety of boarding times; in these cases, the time that seemed most reasonable was entered.

Although the surveyors were instructed to hand forms only to people entering the system, there were a significant number of instances when forms were given to people exiting stations.¹² In most of these cases, the trip had to be "turned around" so that the access and egress information made sense. In some cases, passengers received forms in the middle of a transfer trip; for instance, they answered that they were boarding the Green Line when they were handed the form, but in question 3a claimed that they had first boarded the Red Line. In such cases, the form was converted to a response for the station at which they first boarded.

Question 3b proved to be confusing for people who took a bus to get to the rapid transit station. Many of them wrote in "Bus" in the "other" space, instead of answering how they got to the bus stop as intended. In these cases, the access mode was changed to walk, since relatively few people drive to bus stops. In any case, these answers do not affect the access data tables in chapter 3, since answers to question 3b are included only for people using "private" transportation access to the station, i.e. people marking the first answer to question 3a.

In the process of geocoding the surveys, it was necessary to have the addresses in question 2b and 8b as precise as possible. If someone wrote only "Boylston St." or "Comm Ave." the survey would be impossible to geocode since those streets, as do many others, go through a large number of traffic zones. However, if, in

¹²Surveyors were instructed to give a form to any passenger who specifically requested one, whether the passenger was entering, exiting or transferring.

these cases, the respondent also answered that they walked to or from the station, and that the walk access trip was short (less than 5 minutes), it was assumed that they walked from an address or an intersection that was near their boarding or exiting station. For example, if a person exited the system at BU Central and had a walk egress time of 1 minute, their address of "Comm Ave." was changed to "735 Comm Ave" or "Comm Ave/St. Mary's" both of which are across the street from the BU Central stop.

Corrections were also necessary on a number of forms for question 11, which asked how many trips the respondent would make that day using rapid transit, other than the current trip. Some people answered 9 or 11. When such answers accompanied a response to question 10 of five or six days per week usage, it was assumed that the respondent thought the question asked how many trips per *week* rather than per day. Thus an answer of 9 was changed to 1.

A number of other changes were made, most of which involved the judgment of the coding staff. In general, the policy was to change answers as little as possible, while assuring that the trip made sense, or was at least plausible. If a survey form would have required extensive changes in order to rationalize the trip, it was usually discarded rather than severely manipulated.

EXPANSION METHOD

In order to make the returned survey forms more properly represent the total population of riders during the time span of the survey, it was necessary to apply expansion factors to the survey data. Responses for each line were expanded using the best available data; for all lines this included minimally total boardings by time period. The expansion method for each line is described below. In the future, as more data become available, it would be possible to re-expand the survey, although the results would likely not be dramatically different.

Time Periods Used in Expansion

For all lines, the following time periods were used to segment the ridership:

6:00 A.M. to 8:59 A.M.	A.M. Peak
9:00 A.M. to 11:59 A.M.	Base
12:00 P.M. to 1:59 P.M.	Lunchtime
2:00 P.M. to 3:29 P.M.	School Peak

A separate expansion factor was calculated for each of these time periods within each station or station grouping. The only exceptions to these time period definitions were five downtown stations (Park Street, Downtown Crossing, State, Government Center and South Station) where surveying actually ended at 3:00 P.M. rather than 3:30 P.M. For these five stations, the School Peak expansion

factors were based on counts from 2:00 to 2:59 rather than the period shown above.

Orange Line, Red Line and Green Line (Lechmere to Kenmore)

The basis for the expansion of these lines was the April 1995 turnstile counts collected by the MBTA. The turnstile counts show for each station the total number of boardings by hour. Passengers paying fares at the S-Box (the turnstile at the collector's booth) were not broken down by hour in the MBTA report. These passengers were distributed to each time period proportional to the number of people using the regular turnstiles. For the half hour from 3:00 P.M. to 3:29 P.M., the hourly count from 3:00 to 3:59 was divided by two. Once the counts by time period were set, the expansion factors were derived by dividing the total number of riders in each time period by the number of returned survey forms in those time periods, according to the answer to question 4, "Approximately what time did you board this train?".

For those stations that serve two lines, (North Station, Haymarket, Government Center, Park Street, Downtown Crossing and State) one set of expansion factors was applied to both of the lines at each of those stations. This method was used because the turnstile counts do not provide enough information to distinguish how many riders are going to each of the lines at those stations. (See section on Mattapan Trolley below for discussion of expansion factors at Ashmont.)

Turnstile counts were available for all of the Green Line stations north of Kenmore except Science Park. At this station, fares are collected on board. For lack of a better source of ridership, passenger counts from 1985 were used.

Mattapan Trolley

The expansion factors for the Mattapan Trolley were based on the turnstile counts at Ashmont station. The majority of inbound trolley passengers transfer to the Red Line at Ashmont and are thus included in the turnstile counts there. The only way to use those counts, lacking information on exactly how many people transferred from the trolley, was to group transfers from the trolley with the other passengers boarding the Red Line, whether from buses or the immediate neighborhood. Thus, one set of expansion factors was calculated for all passengers boarding the Red Line at Ashmont.

For outbound trolley passengers and inbound passengers not transferring to the Red Line, it was assumed that they responded to the survey at the same rate as their fellow passengers who transferred to the Red Line. Thus the same expansion factors were applied to these trips, although they were not included in the original calculation of those expansion factors.

Blue Line

During the time when the MBTA's turnstile counts were being collected, the outer portion of the Blue Line was closed for reconstruction. In the spring of 1994, CTPS had conducted boarding and alighting counts at all Blue Line stations, and these were judged to be the best basis for expanding the survey.¹³ Beyond total boardings at each station, these counts separated out boardings by direction. Taking advantage of this additional data, the returned surveys were split into inbound and outbound trips, and separate sets of expansion factors were developed for each direction. These counts were also tallied at 15-minute intervals, allowing the 3:00 to 3:29 period to be expanded directly from the counts rather than taking half of the hourly figure.

Green Line Surface (Including Prudential and Symphony)

In the spring of 1995, CTPS conducted boarding and alighting counts at all stops on the surface branches of the Green Line, and at Prudential and Symphony stations. These counts, like the 1994 Blue Line counts, provided boardings by direction and in 15-minute intervals. The expansion of the surface Green Line surveys took advantage of this data, just as with the Blue Line.

One difference between the surface Green Line and the other parts of the rapid transit system is the very close spacing of stops, especially on the B and C lines. Since the stops are so close together, ridership at many stops is relatively small, and thus the number of returned surveys from many stops was also very small. In order to avoid too much variation in the expansion factors from stop to stop, the stops on the B Line, the C Line and the outer end of the E Line were combined into station groups and sets of expansion factors were developed for each group as a whole. On the B Line, the 22 stops were combined into six groups, and on the C Line, the 13 stops were combined into four groups. On the E Line, the four street stops between Brigham Circle and Heath were combined into one group. The stops on the rest of the E Line and all of those on the D Line were treated as individual stations.

Range of Expansion Factors

Across the 38,877 surveys in the database, expansion factors range from 2.03 at Braintree on the Red Line to 35 at a number of stops on the surface Green Line. The average expansion factor for all surveys is 6.9 and 70% of all surveys were weighted between 3 and 11. Nearly 94% of all surveys were weighted at 15 or less and 97% at 20 or less.

¹³These counts were not used for State or Government Center. Expansion factors for these transfer stations were developed using the April 1995 turnstile counts.

At some locations, primarily surface stops on the Green Line, strictly dividing the total boardings by the number of returned surveys would have resulted in expansion factors of up to 60. This effect was, to some extent, a result of separating boardings by direction and a low response rate on outbound trips. Rather than have such high weight factors for a few surveys and potentially skew the results, it was decided to place a ceiling of 35 (or five times the average expansion factor) on all weight factors. Out of the nearly 39,000 survey forms, this ceiling affected 55 responses, or 0.14%.

Potential Problems with Exit Station Tables

Because the surveys were expanded only to boarding counts, the summaries of data for exit stations (chapters 5, 10, 11 and 12) may not be well calibrated to the actual number of exits at each station. To the extent that there was bias in the response rates with respect to the exit station, the total passengers shown exiting at a station will vary from the number one would get through a passenger count. For example, considering passengers boarding at Orient Heights, suppose that the response rate differed between people who left the system at Maverick and those who exited at State Street for whatever reason (amount of time on the train, general propensity to fill out surveys, availability of a collection box at State, etc.), such that 35% of the people exiting at State Street returned their forms, but only 25% of those exiting at Maverick returned theirs. When these forms are expanded, they are expanded to the total boardings at Orient Heights. However, because of the different response rates, the number of people shown exiting at State Street will be higher than the actual number and the number shown exiting at Maverick will be lower.

With a full set of boarding and alighting counts, it is possible to calibrate the survey expansion more completely. Lacking this calibration, the number of exits shown at any station should be regarded with some caution.

Appendix B: Transfer Station Results for All Riders Regardless of Line

The tables presented in previous chapters for Government Center and State have included responses only from passengers boarding or exiting the Blue Line at those stations. For some purposes, distinctions between Green Line and Blue Line riders at Government Center are not important, similarly with Blue and Orange Line riders at State. This appendix presents four tables for each station which include all riders boarding or exiting at the station:

- Origin Locations and Activities
- Access to the Rapid Transit System
- Egress from the Rapid Transit System
- Destination Locations and Activities

The Government Center tables shown here are the same as the ones included in Appendix B of the Green Line volume, and the State tables are the same as the ones in Appendix B of the Orange Line volume. They have been included in both volumes for the reader's convenience.



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **State**

Blue and Orange Lines

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	2,886	75.5%	0.6%	2.1%	65.4%	8.5%	17.5%	4.3%	1.7%
Boston: Government Center	490	12.8%	6.3%		59.4%	13.0%	9.6%		11.6%
Boston: Unspecified downtown	152	4.0%			39.8%		39.8%		20.4%
Boston: Waterfront	109	2.9%	13.7%		86.3%				
Boston: South Boston	44	1.1%			100.0%				
Boston: North End	30	0.8%			50.0%		50.0%		
Boston: North Dorchester	17	0.4%			100.0%				
Boston: Park Square	17	0.4%				100.0%			
Hingham	15	0.4%	100.0%						
Marlborough	15	0.4%	100.0%						
Newton	15	0.4%	100.0%						
Whitman	15	0.4%	100.0%						
Boston: Beacon Hill	15	0.4%			100.0%				
TOTAL	3,820	100.0%	3.2%	1.6%	63.4%	8.5%	16.4%	3.2%	3.6%

Unknown

0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Government Center**

Blue and Green Lines

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Boston: Government Center	2,306	55.0%	7.0%		48.3%	20.7%	7.4%	3.4%	13.2%
Boston: Financial-Retail	983	23.5%	7.0%	3.1%	52.6%	11.7%	20.8%	3.3%	1.5%
Boston: North End	309	7.4%	55.5%		18.3%	6.1%	8.4%	6.1%	5.5%
Boston: Unspecified downtown	218	5.2%	24.7%	5.0%	6.9%	8.7%	8.7%	7.9%	38.2%
Boston: Beacon Hill	114	2.7%	69.9%		15.1%			15.1%	
Boston: Waterfront	92	2.2%	60.8%		39.2%				
Boston: Charlestown	22	0.5%	100.0%						
New Hampshire	22	0.5%	100.0%						
Lynn	19	0.5%	100.0%						
Boston: South Boston	19	0.5%			100.0%				
Gloucester	11	0.3%	100.0%						
Hingham	11	0.3%	100.0%						
Hull	11	0.3%	100.0%						
Scituate	11	0.3%	100.0%						
Tyngsborough	11	0.3%	100.0%						
Boston: Park Square	11	0.3%		100.0%					
Somerville: Winter Hill	11	0.3%	100.0%						
Chelsea	11	0.3%	100.0%						
TOTAL	4,190	100.0%	17.4%	1.2%	42.4%	15.1%	10.0%	3.9%	10.0%

Unknown 0



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: State

Blue and Orange Lines

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	Bus Transfers From Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	3,666	96.8%	WTC	44	74.6%	1.2%
Park 'n' ride	0	0.0%	304	15	25.4%	0.4%
Drop off	17	0.4%				
Bicycle	0	0.0%				
Taxicab	0	0.0%				
Other	15	0.3%				
Total private trans.	3,698	97.6%				
Bus	59	1.6%				
Commuter rail	0	0.0%				
Other	30	0.8%				
TOTAL	3,787	100.0%	Other			
No Answer	32		TOTAL	59	100.0%	1.6%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,609	73.8%	0		0	0.0%	0	0.0%	2,609	73.2%
6-10	801	22.7%	0		0	0.0%	0	0.0%	801	22.5%
11-15	108	3.1%	0		17	100.0%	0	0.0%	125	3.5%
16-20	15	0.4%	0		0	0.0%	0	0.0%	15	0.4%
21-30	0	0.0%	0		0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%	0		0	0.0%	15	100.0%	15	0.4%
Over 45	0	0.0%	0		0	0.0%	0	0.0%	0	0.0%
TOTAL	3,533	100.0%	0		17	100.0%	15	100.0%	3,565	100.0%
No Answer	133		0		0		0		148	
Mean	5.0				15.0		45.0		5.3	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	459	13.0%	13.0%
2-4 minutes	777	22.0%	35.0%
5-7	1,244	35.2%	70.2%
8-10	716	20.3%	90.5%
11-15	276	7.8%	98.3%
16-20	61	1.7%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	3,533	100.0%	100.0%
No Answer	287		
Mean	5.9		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Government Center**

Blue and Green Lines

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders	<i>Bus Transfers From Route:</i>	Number of Riders	Percent of Transfers	Percent of Total Riders
Walk	3,953	94.9%	CJT	22	34.9%	0.5%
Park 'n' ride	70	1.6%	400	19	30.2%	0.5%
Drop off	11	0.2%	111	11	17.5%	0.3%
Bicycle	0	0.0%	MGH	11	17.5%	0.3%
Taxicab	0	0.0%				
Other	0	0.0%				
Total private trans.	4,035	96.9%				
Bus	62	1.5%				
Commuter rail	22	0.5%				
Other	43	1.0%				
TOTAL	4,162	100.0%	Other			
No Answer	28		TOTAL	63	100.0%	1.5%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,946	75.9%	19	35.8%	0	0.0%	0		2,965	75.1%
6-10	693	17.8%	0	0.0%	0	0.0%	0		693	17.6%
11-15	210	5.4%	0	0.0%	11	100.0%	0		221	5.6%
16-20	19	0.5%	17	32.1%	0	0.0%	0		36	0.9%
21-30	15	0.4%	17	32.1%	0	0.0%	0		32	0.8%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	3,883	100.0%	53	100.0%	11	100.0%	0		3,947	100.0%
No Answer	70		17		0		0		87	
Mean	5.0		17.5		15.0				5.2	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	755	18.3%	18.3%
2-4 minutes	1,235	29.9%	48.2%
5-7	1,169	28.3%	76.5%
8-10	691	16.7%	93.2%
11-15	164	4.0%	97.2%
16-20	96	2.3%	99.5%
Over 20	19	0.5%	100.0%
TOTAL	4,129	100.0%	100.0%
No Answer	59		
Mean	5.1		



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **State**

Blue and Orange Lines

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	18,945	97.7%
Park 'n' ride	51	0.2%
Pick up	112	0.5%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	19,108	98.6%
MBTA Bus	75	0.4%
Commuter rail	15	0.1%
Other bus/shuttle	183	0.9%
TOTAL	19,381	100.0%
No Answer	79	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
WTC	155	60.1%	0.8%
7	30	11.6%	0.2%
93	22	8.5%	0.1%
EMP	18	7.0%	0.1%
441	11	4.3%	0.1%
PLB	10	3.9%	0.1%
301	8	3.1%	
304	4	1.6%	
Other	0	0.0%	0.0%
TOTAL	258	100.0%	1.3%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	13,609	73.0%	0	0.0%	32	29.6%	0		13,662	72.7%
6-10	4,210	22.6%	18	54.5%	51	47.2%	0		4,279	22.8%
11-15	666	3.6%	0	0.0%	25	23.1%	0		691	3.7%
16-20	99	0.5%	0	0.0%	0	0.0%	0		99	0.5%
21-30	44	0.2%	0	0.0%	0	0.0%	0		44	0.2%
31-45	8	0.0%	0	0.0%	0	0.0%	0		8	0.0%
Over 45	4	0.0%	15	45.5%	0	0.0%	0		19	0.1%
TOTAL	18,640	100.0%	33	100.0%	108	100.0%	0		18,802	100.0%
No Answer	305		18		4		0		354	
Mean	5.3		60.2		9.1				5.4	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Government Center**

Blue and Green Lines

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	10,257	97.6%
Park 'n' ride	98	0.9%
Pick up	39	0.3%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	3	0.0%
Total private trans.	10,397	99.0%
MBTA Bus	46	0.4%
Commuter rail	0	0.0%
Other bus/shuttle	61	0.6%
TOTAL	10,504	100.0%
No Answer	53	

Bus Transfers To Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
WTC	44	41.1%	0.4%
93	25	23.4%	0.2%
EMP	12	11.2%	0.1%
304	11	10.3%	0.1%
326	7	6.5%	0.1%
MGH	5	4.7%	
450	3	2.8%	
Other	0	0.0%	0.0%
TOTAL	107	100.0%	1.0%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	7,484	74.7%	26	26.8%	19	48.7%	3	100.0%	7,545	74.1%
6-10	2,003	20.0%	13	13.4%	0	0.0%	0	0.0%	2,020	19.8%
11-15	442	4.4%	31	32.0%	20	51.3%	0	0.0%	493	4.8%
16-20	94	0.9%	11	11.3%	0	0.0%	0	0.0%	110	1.1%
21-30	0	0.0%	7	7.2%	0	0.0%	0	0.0%	7	0.1%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	9	9.3%	0	0.0%	0	0.0%	9	0.1%
TOTAL	10,023	100.0%	97	100.0%	39	100.0%	3	100.0%	10,184	100.0%
No Answer	233		2		0		0		256	
Mean	5.3		17.1		10.1		2.0		5.5	



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **State**

Blue and Orange Lines

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	13,935	71.6%	0.2%	0.6%	90.2%	3.1%	3.3%	0.8%	1.8%
Boston: Government Center	3,724	19.1%		1.0%	89.0%	7.4%	0.8%	0.4%	1.5%
Boston: Unspecified downtown	524	2.7%		1.0%	86.9%	1.4%	4.1%		6.7%
Boston: Waterfront	523	2.7%		1.4%	94.9%			2.7%	1.1%
Boston: South Boston	278	1.4%	4.3%		95.7%				
Boston: North End	125	0.6%			57.4%	14.6%	5.5%	11.7%	10.7%
Boston: Park Square	103	0.5%			76.0%	7.9%		16.1%	
Boston: Beacon Hill	72	0.4%			100.0%				
Boston: Back Bay	54	0.3%			30.4%	28.0%	20.4%	21.3%	
Scituate	25	0.1%	100.0%						
Boston: Charlestown	22	0.1%		17.1%	82.9%				
Reading	15	0.1%			100.0%				
Worcester	15	0.1%						100.0%	
Lynn	11	0.1%							100.0%
Boston: BU-Fenway-Longwood	11	0.1%			33.3%			66.7%	
Brockton	10	0.1%	100.0%						
Boston: Allston/Brighton	8			100.0%					
Boston: East Boston	7								100.0%
Boston: Prudential	7				100.0%				
Watertown	4				100.0%				
TOTAL	19,473	100.0%	0.4%	0.8%	89.3%	3.9%	2.7%	1.1%	1.9%

Unknown

12



MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Government Center**

Blue and Green Lines

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shopping	Social/ Rec.	Other/ Unknown
Boston: Government Center	6,287	59.6%	0.7%	2.0%	75.5%	11.9%	1.4%	2.3%	6.1%
Boston: Financial-Retail	2,952	28.0%	1.9%	0.7%	79.2%	5.4%	8.1%	3.9%	0.7%
Boston: Unspecified downtown	322	3.1%	13.1%	1.4%	35.0%	20.3%	5.4%	15.4%	9.5%
Boston: Beacon Hill	222	2.1%	8.3%	8.4%	45.8%	33.5%		4.0%	
Boston: North End	206	1.9%	11.7%	6.6%	55.6%	13.0%	5.2%	4.5%	3.3%
Boston: Waterfront	193	1.8%			83.6%	3.5%		3.5%	9.3%
Boston: Park Square	69	0.7%		5.4%	58.8%		35.8%		
Boston: South Boston	67	0.6%			100.0%				
Boston: Back Bay	67	0.6%		15.5%	62.9%			21.6%	
Boston: BU-Fenway-Longwood	41	0.4%		33.8%	42.0%	24.3%			
Boston: Charlestown	22	0.2%			32.1%			67.9%	
Boston: East Boston	20	0.2%	100.0%						
Boston: South End	19	0.2%	100.0%						
Cambridge-Unspecified	13	0.1%				100.0%			
Newton	11	0.1%			100.0%				
Swampscott	11	0.1%	100.0%						
Worcester	9	0.1%				100.0%			
Medford	7	0.1%			100.0%				
Boston: Unspecified southeast	6	0.1%	100.0%						
Boston: Logan Airport	6	0.1%							100.0%
Boston: Roxbury	4				100.0%				
Saugus	3				100.0%				
TOTAL	10,557	100.0%	2.3%	2.0%	73.7%	10.6%	3.6%	3.4%	4.4%

Unknown

0